

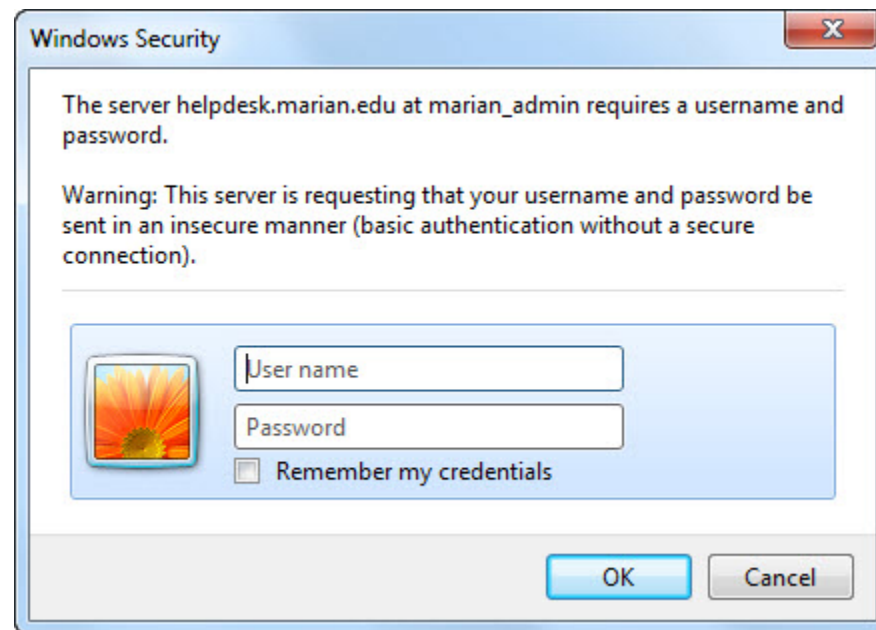
Helpdesk User Portal

The Marian University Helpdesk user portal is designed to give anyone with access to the Marian University network a quick, easy and efficient means to report an assortment of technology related issues. This document will give an overview of how the system works with respect to submitting an issue.

Submitting a Ticket

In order to submit a ticket (an issue) through this system, you will need to know your network ID and password. If you do not know this information, please see the later section(s) on alternative ways to submit a ticket. In order to get to where you need to be, you may either access the link through the *My Marian* page from www.marian.edu or you may navigate directly to www.marian.edu/helpdesk. Once you do this, you will be prompted to login: (**Note:** use your network/wireless credentials here.)

When you have entered your username and password you will be taken to your **Home** screen for this system and it will look similar to this:



As you can see, this page should have your name and other information listed at the left side. In the right hand window, you should see the summary and a simple count of your open tickets and closed tickets. From this page you can click on either of these numbers to see open and closed tickets.

Home

Helpdesk Request

My Tickets

Name:

[Redacted]

Company:
Marian University
Indianapolis

Department:
Technology

Email:

[Redacted]

Summary

Open Tickets

0

9

Closed Tickets

To see a list of tickets you have created that have been closed, click on this number.

To see a list of tickets you have open click on this number.


MARIAN UNIVERSITY

Indianapolis




As you can see from the display, clicking on the *Open* or *Closed* number from the **Home** page will take you to the same place as choosing **My Tickets** in the left hand window. From this screen, you can click on the plus sign (+) next to any ticket and see what has been documented in that ticket, what actions have been taken, etc. There is also the option to click on the *Update* link. This will allow you to add additional information or notes to the technician.

- Home
- Helpdesk Request
- My Tickets

My Tickets

Status: **Closed**  You may use this drop down to switch views between your open and closed tickets.

9 tickets returned (max 1000)

	Ticket #	Reason	Created	Modified
 Update	4832073	Duplicate ticket test through User Portal	2011/08/16 02:48 PM	2011/08/16 02:53 PM
 Update	4030257	Test from Entry Software using Martin's account	2011/08/15 04:40 PM	2011/08/16 07:20 AM
 Update	5730783	new project ticket	2011/08/08 01:59 PM	2011/08/12 12:57 PM
 Update	2308517	Testing email submission of tickets...	2011/08/11 10:23 AM	2011/08/12 12:45 PM
 Update	2308247	Test of helpdesk email submission...	2011/08/11 10:23 AM	2011/08/12 12:44 PM
 Update	0519297	Test email capabilities...	2011/08/11 07:06 AM	2011/08/11 09:29 AM
 Update	0110759	Test Help Desk	2011/08/09 09:01 AM	2011/08/10 03:21 PM
 Update	2214910	Test Help Desk	2011/06/07 10:22 AM	2011/08/10 10:04 AM
 Update	4108730	User needed password reset	2011/07/27 09:41 AM	2011/07/29 01:46 PM

Click the + in this column to view the ticket details.

If you click Update, you will be taken to a screen to allow you to enter more information about your issue or include a note in the ticket to the technician working on your issue.

Finally, if you just want/need to submit a ticket, simply click the **Helpdesk Request** link in the left hand window.

- Home
- Helpdesk Request
- My Tickets

Helpdesk Request

Please complete and submit this form. A member of the support team will review your request and assign an associate to follow up with you or your department.
(* field is mandatory)

Name:
[Redacted]
Company:
Marian University
Indianapolis
Department:
Technology
Email:
[Redacted]

Reason (max 80)*	<input type="text"/>
Phone Number	<input type="text"/>
Priority	Low <input type="button" value="v"/>
Product*	(Unassigned) <input type="button" value="v"/>
Location*	(Unassigned) <input type="button" value="v"/>
Room	(Unassigned) <input type="button" value="v"/>
<input type="button" value="Add Asset"/>	
Computer ID	<input type="text"/>
Description of Problem*	<input type="text"/>

NOTE: While the phone number field is not required, it is strongly recommended that you include this information for quickest assistance and resolution.

Please note the MANDATORY fields

While there are only four mandatory fields, it is important to include a telephone number for the quickest possible response. Also, in the *Reason* field, try to state the issue as efficiently as possible. The *Description of Problem* field should be filled out with as much detailed information relating to this issue as can be provided. Again, the more detail and information that is received on the initial submission, the more quickly, efficiently, and effectively the problem will be able to be addressed and resolved.

MARIAN UNIVERSITY

Indianapolis

Finally, when choosing a *Priority* level for you issue, please use the following as a guide.



Low priority - No rush, as time permits. This should be used for problems that are more of an annoyance that you would like to get taken care of and not an issue preventing you from working. Gaming consoles not hitting the wireless network would be one such example of this for student purposes.

Medium priority - Need an estimated completion date. This should be for problems that are preventing work from getting done but it is not necessarily work of a critical nature (not an immediate impending deadline), just need an idea of when it can be completed.

High priority - Highly inconvenient, please fix soon. This should be used for items that are at a critical point. Deadline/due date is eminent, report due for a meeting that is fast approaching, etc.

Rush priority - Work cannot proceed, please fix now. This category should generally **not** be used in most circumstances. This would be for items such as network outages, classroom issues that prevent teaching or other such important issues.

Submitting a Ticket via E-Mail

If you do not remember or do not have Marian University network credentials, you may still submit a ticket through e-mail. Simply send an e-mail to: helpdesk@marian.edu. When submitting a ticket via e-mail please be sure to include your name, a telephone number (or other contact information) and a description of the problem. The subject line of the e-mail message should simply be a succinctly stated summary of what the problem/issue pertains to. You should receive confirmation back via e-mail that your issue was submitted.

Submitting a Ticket via Telephone

If you do not have network connectivity at all or can't use the online Helpdesk or e-mail ticketing method, you may place a call to: 317.955.6444 and speak with someone from the helpdesk at that number. Dial extension 6444 from any campus phone. If no one is available, you will have the option of leaving a message and your ticket will get created as soon as possible after the message is retrieved.