

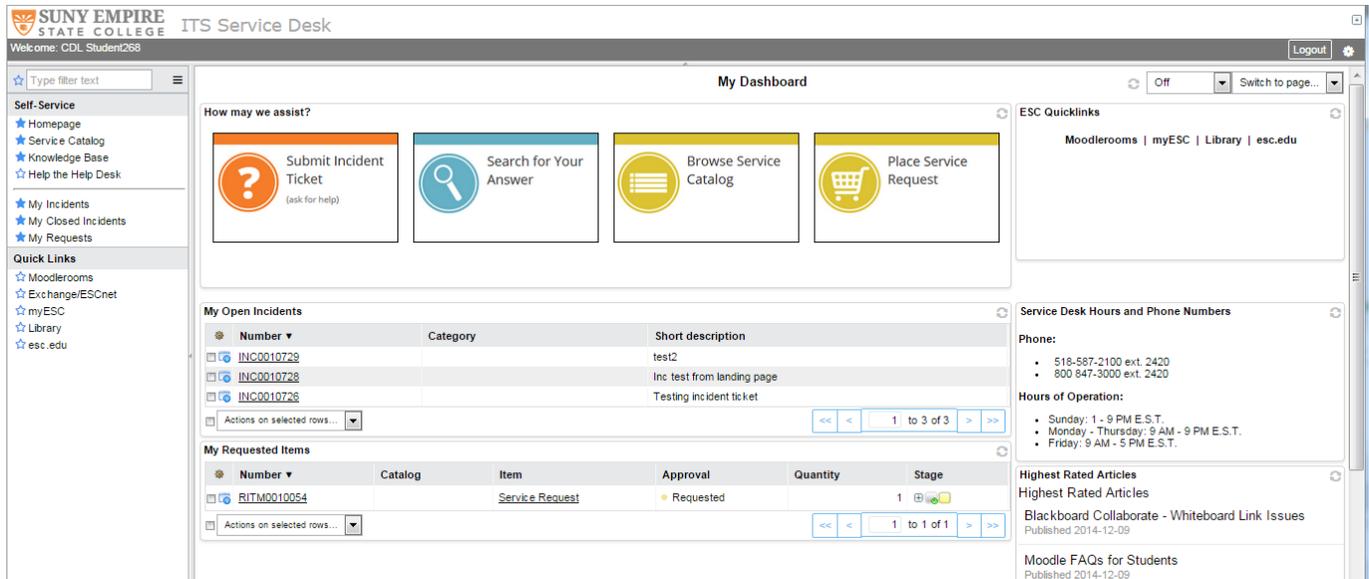
ITS Service Desk Quick Start Guide

Introduction

Welcome to the new Information Technology Services [ITS Service Desk website](#) for Empire State College. With the ITS Service Desk, the college community can report a technology incident, request general technical help with a college IT system or website, request specific IT services and review past IT service requests and incidents.

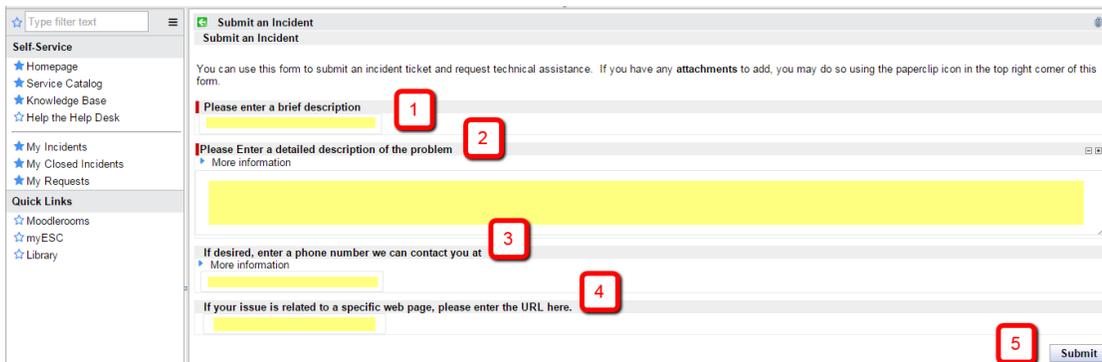
To access the ITS Service Desk, an active college login is now required. (If you are a prospective student or do not have a working college username and password, a request for technical assistance can be made by sending an email to: ServiceDesk@esc.edu)

Once logged into the ITS Service Desk, the user has access to **My Dashboard**.



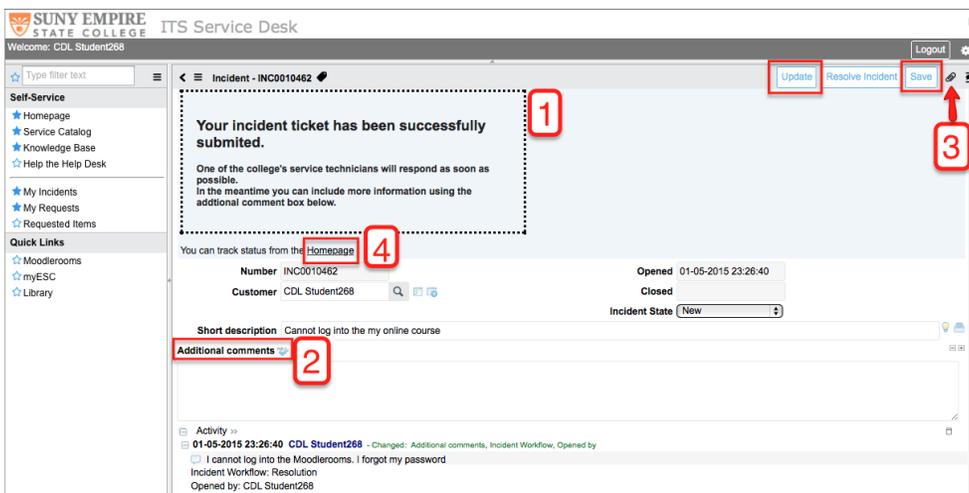
Submit an Incident Ticket (Request Help)

To report a technical issue with a college system or website or ask for technical assistance, or just ask a tech related question, **Submit Incident Ticket** will open a form to submit the following information about the issue:



1. **A brief description of the problem:** Provide a brief description or ask a question.
 - a. example: Cannot log into the my online course.
2. **A detailed description of the problem:** Provide as much detail about the incident or question as possible, including any error messages, actions that occurred prior to the problem, location of the problem.
 - a. example: I cannot log into the Moodlerooms. I forgot my password please reset.
3. **If desired, enter a phone number we can contact you at:** Allows a technician to contact you if more information is needed or provide additional assistance.
4. **If your issue is related to a specific web page, please enter the URL here:** This information can be copy and pasted from your web browser page.
 - a. example: www.esc.edu/moodle
5. Click **Submit**

Once submitted, a confirmation page displays the following information:



1. A **confirmation message** that the incident has been submitted to the Service Desk. An email confirmation is sent to the user when an incident is submitted.
2. **Additional Comments:** A field to add any additional information relevant to the problem.
3. **Upload file**  : Upload any document and image files using the file upload icon.
4. A **Homepage** Link to return to the **My Dashboard** page if no further information is required.

When files and/or additional comments have been added to the incident, click the **Save** button  to save added information and refresh the screen or **Update** button  to save added information and return to the **My Dashboard** homepage.

Viewing a Submitted Incident

From the **My Open Incidents** on **My Dashboard**, open incidents can be viewed and edited using the INC number link in the My Open Incidents block.

Search for Your Answer 

Search for Your Answer allows the user to search for self-help information to solve and to provide information about various technical questions and concerns.

Browse Service Catalog 

The Service Catalog provides information regarding all IT services provided by the college.

Place Service Request 

To request a technical service or item, including hardware, software, programming, website development, etc., *Place Service Request* will open the following form:

Please enter detailed information regarding your request: Provide specific detail about the request. Department and technician can be included in the request and *Submit Request*.

Once submitted, a confirmation page displays the following information:

Order Status

Thank you, your request has been submitted

Order Placed: 01-09-2015 12:07:24
 Request Number: REQ0010047 [Bookmark request](#)
 Estimated Delivery Date of Complete Order: 01-09-2015

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Service Request	01-09-2015		-	1	-
Total					-

1 Back to Catalog 2 Continue Shopping 3 Home

1. **Back to Catalog:** Returns to the main page of the Service Catalog.
2. **Continue Shopping:** Returns to the Service Item to input an additional request.
3. **Home:** Returns to the **My Dashboard** home page.

Navigation Bar

☆ Type filter text

Self-Service

- ★ Homepage a
- ★ Service Catalog b
- ★ Knowledge Base c
- ☆ Help the Help Desk d

Quick Links

- ☆ Moodlerooms
- ☆ myESC
- ☆ Library

The Navigation Bar located on the left side of **My Dashboard** provides access to all of the links provided on the My Dashboard page. These links provide an alternative option for navigation in the website.

1. Self-Service

- a. **Home Page**- Returns to the My Dashboard from any location in the Service Desk website.
- b. **Service Catalog** - Browse the Service Catalog.
- c. **Knowledge Base** - Browse and search for articles related to a specific technical issue.
- d. **Help the Help Desk** - Utility that assists the Service Desk in troubleshooting based on the computer system a user is working with.
- e. **My Incidents** - All open incidents submitted by the user.
- f. **My Closed Incidents**- all closed incidents submitted by the user.
- g. **My Requests** - All submitted Service Requests.

2. Quick Links - Various navigation links to other important college websites.