

AccessAble

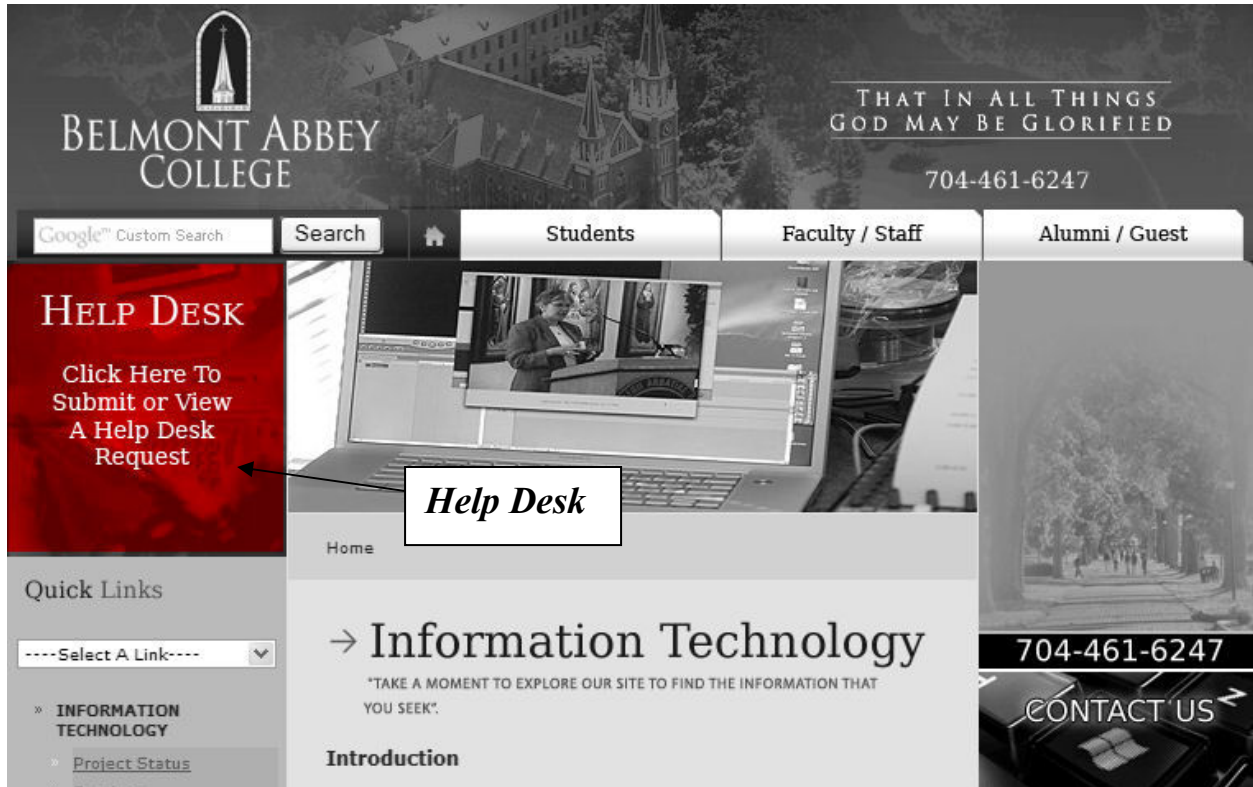
Help Desk
Online

By
BAC IT Support Staff

AccessAble Help Desk

The AccessAble Help Desk is an online computer problem/question reporting program for Belmont Abbey College employees. The Help Desk software gives BAC computer users an easy way to send their requests directly to the IT Department.

To access the Help Desk online, go to the IT Support Center website (<http://support.bac.edu/>) and click on *Help Desk* (red area in image below).



Login

After clicking on *Help Desk*, the *User Login Screen* will appear.

A screenshot of the "User Login Screen" form. It has a title bar that says "User Login Screen". Below the title bar are two input fields: "Login" and "Password". Below the "Password" field is a "Login" button.

Enter your user name and password and click on Login.

Customer Menu

The *Customer Menu* will appear.


Customer Menu
Submit New Request for Support
View My Support Requests
Search Knowledge Base
Login Screen

This screen has four items from which to make your selection.

- Submit New Request for Support
- View My Support Requests
- Search Knowledge Base
- Login Screen

Submit New Request for Support

This screen will automatically fill in your information, based on your login name. As the user, you will need to fill in the fields that are not automatically completed. Some of the fields have drop-down list boxes from which you can choose the criteria for the field. Other fields are free-form text boxes in which you can type in the information.

Support Requests Update	
Request Date	2/27/2003 2:58:47 PM
Full Name	Debbie Heath
Location	Stowe Hall 2nd Floor
Department	Information Technology
Email Address	debbieheath@bac.edu
Phone	704-825-6247
Priority	<input type="text"/>
Need By Date 	<input type="text"/>
Support Category	<input type="text"/>
Support Type	<input type="text"/>
Request Details	<input type="text"/>
Request Status	New
Date Completed	<input type="text"/>
Action Taken	<input type="text"/>
<input type="button" value="Insert"/> <input type="button" value="Cancel"/>	

The fields include:

- Priority – This field has a drop-down list box. The codes are *normal*, *low* and *high*. You may leave this field blank if you are unsure of the priority level of the requests, and IT will fill it in.
 - Normal – This level includes problems which do not prevent you from using the computer, but rather keep you from using it to the fullest extent possible. Most problems will fall into this category.
 - Low – This level is used to indicate items that are not critical and do not need to be acted upon in a timely fashion.
 - High – This level includes any catastrophic or critical problem which prevents you from using the computer at all. Examples are difficulties such as the following: you cannot turn your computer on, or you cannot access your programs or files.
- Need By Date – This field uses a calendar grid to insert the date in which you would like to have the request completed. This date line will give the IT Staff an approximate timeline to go by, and they will try to meet that timeline. However, sometimes items may be moved down the list because emergency situations arise.
- Support Category – This field has a drop-down list box. Select the code that best describes your request.
 - Basic Support – General support
 - Configure Hardware – Install new hardware components and appropriate software drivers.
 - Install Software – Install new software or change existing software configurations
 - Network Connectivity – Can not connect to network, email or private drives
 - Replacement – Replace hardware components (floppy drives, etc.)
 - Training – Instructions on use of computer software, hardware or phones
 - Troubleshooting – Determination and resolution of general computer use problems or phone problems
- Support Type – This field has a drop-down list box. Select the code that best describes your request.
 - Computer Problem – General problems with pc
 - Email – Problems with sending or receiving email
 - Lab Change Req – Changes or additions to software loaded in one of the College's five computer labs. This type of request must have approval from the Academic Computing Sub-Committee.
 - Network – Any problems dealing with access to the College's computer networks
 - New Hardware – New hardware that needs to be connected and installed
 - Phone – Problems or questions concerning phone or voice mail use
 - PowerCampus – Help with the use of SCT PowerCampus programs including IQ Web
 - Replace Hardware – Replace hardware components
 - Install Software – Install new or upgrade existing software

- Software Question (how to) – Need step-by-step instructions on how to use particular aspects of a software product
- Request Details – This is a free-form text box. Use this field to let us know what your request is. Please be as thorough as possible when filling in the *Requests Details* box as this information is used in diagnosing the situation. If possible, include what you were doing at the time the problem began, and **include any error messages your computer generates.**

After completing the field, click on *Insert* to submit your request. An email will automatically be sent to you confirming your request.

View My Support Request

You may check on the status of your request by selecting the *View My Support Request* from the *Customer Menu*.

Support Requests Grid									
ID	Request Date	Caller	Request	Assigned To	Status	Severity	Completed Date	Action Taken	Location
112	2/27/2003 3:41:00 PM	Debbie Heath	test			Low			Stowe Hall 2nd Floor
Insert									

You can insert a new request from this screen by clicking on *Insert*.

Search Knowledge Base

This module is not yet implemented.

Log Out

To log out of the AccessAble Help Desk, click on *Login Screen* on the menu and then select *Logout*.

