

LOGGING IN AND PERSONAL INFORMATION

1. To log in to the CVES Helpdesk, go to the address bar in your Safari or Firefox and type: helpdesk.cves.org



2. You will be taken to a log in screen:

SPECIAL EDUCATION STAFF:

User Name: your entire last name, "underscore", your first name; for example: **mayer_kim**

EVERYONE ELSE:

User Name: your normal computer user name; for example: **djacobs**



In either case your Password should be the same as the one you already use for your computer login and e-mail.

3. At this point you will arrive at the user menu for the helpdesk.

A screenshot of the user menu for the helpdesk. The menu is titled "Champlain Valley Educational Services Help Desk" in a blue header. Below the header are several menu items: "Submit New Problem", "View Problem List", "Problem History", "Quick Jump if you know the problem ID", "SEARCH PAST PROBLEMS", "Other", "Edit Information", and "Menu | Log Off". Annotations with arrows point to various parts of the menu: "Your login" points to "User Name: chenry"; "Link to the last problem you submitted" points to "Most Recent: Technology printer jams"; "Type of user" points to "Normal User logged in"; "Find closed problems that don't appear in the list" points to the "SEARCH PAST PROBLEMS" button; "Quick Jump if you know the problem ID" points to the input field for "Open This Problem ID#"; "EDIT your personal info like password, email, phone, location" points to the "Edit Information" link; and "Footer" points to the "Menu | Log Off" link.

Your login

Link to the last problem you submitted

Type of user

User Name: chenry

Normal User logged in

Most Recent: Technology printer jams

Champlain Valley Educational Services

Help Desk

Submit New Problem

View Problem List

Problem History

Quick Jump if you know the problem ID

Open This Problem ID#

SEARCH PAST PROBLEMS

Find closed problems that don't appear in the list

Other

Edit Information

Menu | Log Off

EDIT your personal info like password, email, phone, location

Footer

4. **BEFORE ENTERING YOUR FIRST HELPDESK TICKET:**

click on the Edit Information link, and confirm that all of your information is correct, especially E-MAIL, PHONE (if you are at the Plattsburgh campus, just the extension is fine), and LOCATION.

For Location, please use your current room number (i.e. **WAF 4250** or **YD 2310**), or descriptive location if not at WAF or Yandon-Dillon (i.e. **Duken Speech** or **PHS Room 413**).

** If you work in multiple locations, use your 'home base' location or the location where you spend the most time.*

***** DO NOT CHANGE YOUR DEPARTMENT! *****

if you do, your problem will be routed incorrectly and may never be seen!

After you've made sure that everything is correct, click submit to save the changes. This is the information that the system will use every time you submit a helpdesk ticket.

Update Information

User Name:	chenry
First Name:	<input type="text" value="Chuck"/> *
Last Name:	<input type="text" value="Henry"/> *
E-Mail Address:	<input type="text" value="chenry@cves.org"/> *
Phone Number:	<input type="text" value="561-0100 x123"/>
Location:	<input type="text" value="YD-Room 2310"/>
Department:	<input type="text" value="Peru Central Schools"/> ▾
Language:	<input type="text" value="English (English)"/> ▾
<hr/>	
Old Password:	<input type="text"/> *
Password:	<input type="text"/> *
Confirm Password:	<input type="text"/> *

* = Required

Submit

[Menu](#) | [Log Off](#)

SUBMITTING A HELPDESK TICKET

1. To submit a helpdesk ticket, simply click on the **Submit New Problem** link from the main menu. This will bring you to a form where you can enter all the specifics of the your issue.

* - Required

Submit A New Problem

Contact Information	Problem Classification
User Name: djacobs	Department: Instructional Services
E-Mail: <input type="text" value="djacobs@cves.org"/> *	Assigned To : Terry Doty
Location: <input type="text" value="CVES: ISC"/>	
Phone: <input type="text" value="561-0100x372"/>	

Problem Information:

Title: *

Problem Type:*

Barcode: **Serial #:**

Description:

Please describe your issue:*

[User Menu](#) | [Rep Menu](#) | [Log Off](#)

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You will notice that the **Username, e-mail, Location, and Phone** fields are already filled out for you. If you work in a single location you should not need to change these fields. If you work in multiple locations and the problem is in a location other than your home base, you can change the location field to let us know where the problem is. For instance, you are an Art Teacher that normally works in the art room at WAF, but travels to Oak, Bailey, and Yandon-Dillon during the week. Your base location would be **WAF 4020**. If you are having a problem with the computer you use when you are at Yandon-Dillon, simply change the location to **YD Library**.

The remainder of the form is relatively self explanatory, simply complete the form using the guidelines below, and click the Submit Problem button.

Title: *This is NOT your occupational title! Do NOT put **teacher, aide, etc.** in this blank!*

This is the title of the problem that will display in your list of tickets. Please use a short, descriptive title. If the problem is with technology equipment, please put the make and model in the title, such as: **HP 4050 printer jams, iMac will not boot, Dynavox not working...**

If the problem is NOT hardware related, a brief description will do, like: **Need Network cable, Need Boardmaker Installed, Cannot print from Open Office...**

Problem Type: Choose the type of issue from the listed choices, (problem, phone issue, loan request, etc.) this will help us route and prioritize your ticket.

Barcode: If the problem is with a computer, printer, or other equipment, enter the CVES inventory # (barcode) of the equipment, otherwise leave blank.

Serial#: If the problem is with a computer or printer, and the serial number of the equipment is easily found, enter the serial # of the equipment, otherwise leave blank.

Description: *DO NOT just put **broken, doesn't work, or something similar.*** Enter a detailed description of the problem, and what you have already done to correct it. Such as:

- *The printer jams all the time, and says to open rear door to remove jam. I cannot see any paper in the rear door area. I have reset the printer, and checked all the other doors but it keeps giving me the error.*

If if the problem is not with equipment, or it's a request please be specific, like:

- *I need a longer network cable so that I can move my computer closer to the projector*
- *Whenever I print documents that use Papyrus font it locks up the printer. I have tried sending it to both the black and white, and color printer, and it happens with both.*
- *Whenever I click on the Boardmaker icon on my dock, it just bounces up and down then returns to the dock but Boardmaker never starts. This only happens when I am logged in, but it works fine on the same computer when the other teacher is logged in.*

After submitting your problem, you will see a page that looks like this:

If this is a problem related to a piece of equipment, please print this page, and attach it with a single piece of scotch tape to the equipment that has the problem. That way, it can be easily identified if you happen to be out of the room when a technology staff member arrives to look at it. It will also make sure that if the equipment is removed from your room, it gets back to the right place.

If you submit a ticket NOT related to equipment, you need not print this page, the ticket is saved in the helpdesk, and you can refer to it at any time.

Problem 13348 Submitted	
CVES COMPUTER REPAIR	
Problem ID:	13348
User Name:	chenry
E-Mail:	chenry@cves.org
Phone:	561-0100 x123
Location:	YD-Room 2310
Start Date:	11/4/2010 11:48:21 AM
Department:	CVES: SPECIAL EDUCATION
Category:	SPECIAL EDUCATION
Assigned To:	Devon Jacobs
Title:	HP Laserjet 4050
BARCODE :	1234
SERIAL :	001A001B001C
Description:	
Printer jams all the time, and says to open rear door to remove jam. I cannot see any paper in the rear door area. I have reset the printer, and checked all the other doors but it keeps giving me the error	
13348	

VIEWING TICKETS AND TICKET STATUS

Every ticket you submit is assigned a unique ID number, and stored in the helpdesk. The system will automatically send you e-mails regarding your ticket as follows:

- When you first submit a ticket, the system will mail you an acknowledgement that you have filed a ticket, and will include all the pertinent information about the problem.
- Any time technology staff enters notes related to your ticket, the system will email you an update.
- When the ticket is closed, the system will email you an update alerting you that your case has been closed.

Clicking on the View Problem List link in the main menu will bring up a list of the past 25 tickets you submitted, to whom they are assigned, date they were submitted, and their current status. Clicking on the title of the ticket will open the ticket details for you to view and add notes to the ticket if needed.