# Use WebHelpDesk HOWTO

From SD28 IT Dept Wiki

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## Access

You can access Web Help Desk (WHD) from any District computer (except Chromebooks) using the keyboard shortcut (Ctrl + Alt + H).
If you are unable to use the shortcut, you can also access WHD with the following link:

- https://support.sd28.bc.ca/helpdesk/

## Login

After accessing WHD by either method you will be sent to the **Login** page. Login with your Windows email and password.

## Ticket History

The first page you will see after logging in is the **Ticket History** page. This page allows you to see all tickets that have you as a **Client**.
There are multiple ways to view your tickets:

1. **Ticket No**: Allows you to view a specific ticket by its number (if you happen to know what it is).
2. **Status**: Allows you to filter your tickets by their **Status**. The following options are available:
   - **All**: All tickets where you are the **Client**
   - **All Active**: All tickets that aren't **Closed** or **Cancelled**
   - **Open**: The default status when a ticket is created
   - **Closed**: Tickets closed by a **Tech**
   - **Cancelled**: Tickets cancelled by you
   - **Waiting_for_Client**: The **Tech** assigned to your ticket has marked this ticket as requiring your attention.
     - You will receive email reminders about this ticket until you add a new note to the ticket.
     - Tickets with this status will close automatically after two weeks without an update.
   - **Pending Approval**: This ticket requires approval from the Steering Committee or another group before action can be taken.
3. **Contains**: Allows you to search for tickets by keywords/phrases appearing in the **Subject** or **Request Detail**.

**Principals** and **Secretaries** can see their own tickets as well as any ticket where Location is their site. **Principals** and **Secretaries** have another option for searching:

1. **Last Name**: Filter tickets by **Last Name** of the ticket's **Client**.

# Request

The menu bar at the top of every page allows you to access different pages. The **Ticket History** page is labelled **History**.
You can create a new ticket by navigating to **Request** in the menu bar. This will take you to the **Help Request** page.
You will be presented with a form with the following options:

1. **Request Type**: There are several **Request Types** that allow our **Techs** to categorize tickets. However, every ticket starts as **IT General/Other**, which must be selected.
2. **Subject**: The title of a ticket (similar to an email).
3. **Request Detail**: This is where you will enter any and all details about your issue. Please add any relevant Q numbers.
4. **Carbon Copy**: This is where you can add someone to the ticket who may need to be kept up to date on its progress (same as CC in an email).
   - The **Enabled** tick-box allows the CC'd person to receive email notifications.
5. **Location**: The school/site where the issue occurred
6. **Room**: The specific room at the specified school/site
7. **Attachments**: Add a file that is relevant to the issue. For example, a picture of an error message or a picture of strange monitor behavior.
   - Once you have added a file you will see a delete button and an arrow button beside the file. Clicking the arrow button will add a link to the file in your **Request Detail**.

Once you are finished editing the ticket you can submit it by pressing **Save**. After saving you can't edit a ticket (except by adding **Notes**).

# Ticket

After submitting a ticket you can view it by navigating to the **Ticket History** page, searching for your ticket, and clicking on the **Ticket No**.
The **Ticket** page allows you to add a file, add a note, CC someone, or **Cancel** your ticket.
You should only **Cancel** a ticket if the issue is fixed before a **Tech** takes action. Please make a note first if this happens.

# Frequently Asked Questions

The **FAQs** tab in the menu bar will take you to the **Frequently Asked Questions** page. This page may help you resolve an issue before submitting a ticket.
Just like the **Ticket History** page there are several search options.

1. **Category**: To see all tickets select **IT General/Other**.
2. **FAQ #**: To search for a specific **FAQ** by its number (if you know it).
3. **Contains**: To search for for specific keywords/phrases in the **Question** or **Answer**.

As a reminder these **FAQs** will appear on the **Help Request** page when you select the **Request Type**.