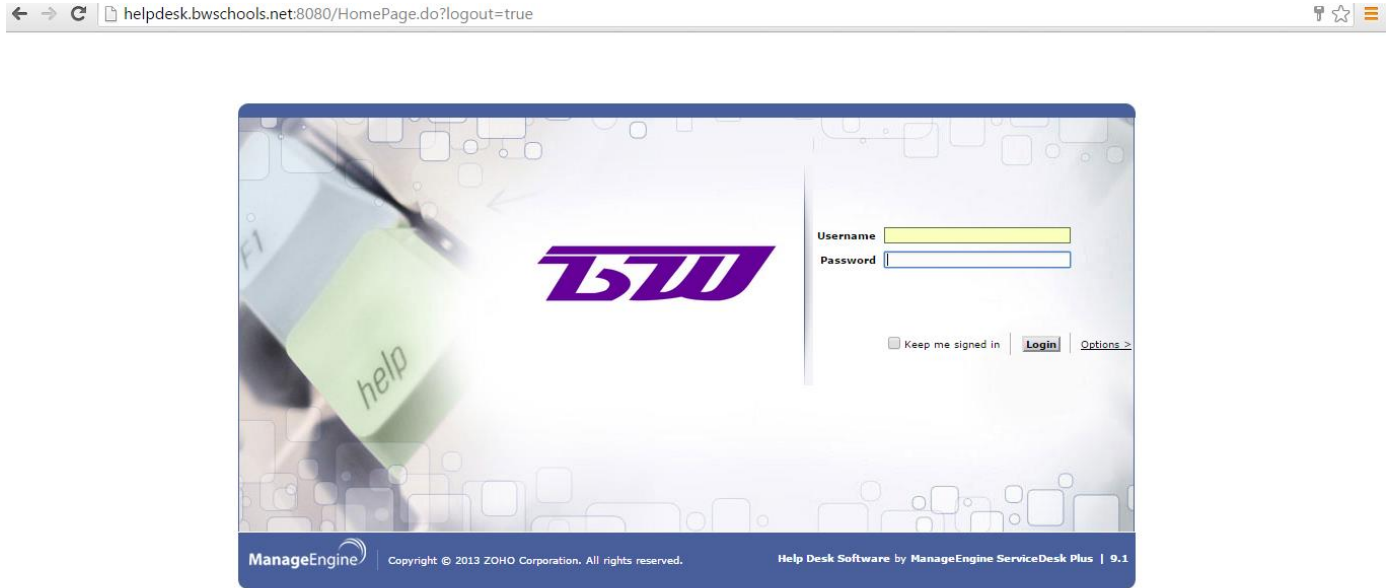


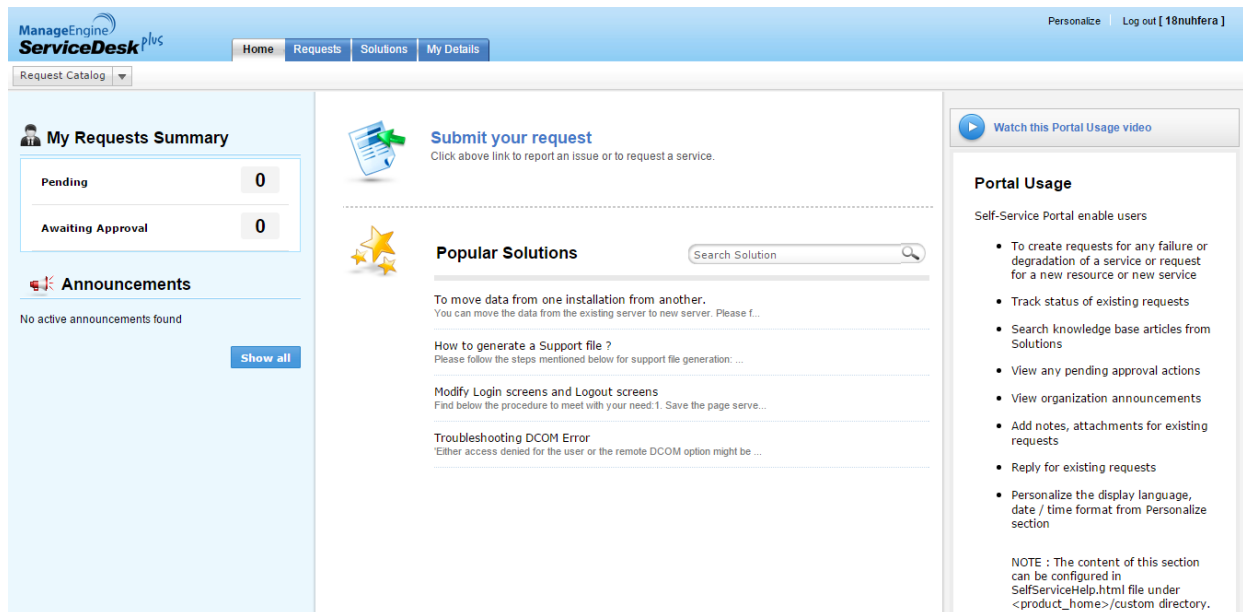
# Using the BWS Help Desk Website

## Accessing the Help Desk Website

Open your web browser and go to <http://helpdesk.bwschools.net:8080/> The Help Desk login screen will be displayed.



1. You should not have to log in to the website. However, if you are prompted to do so, use your network credentials.
2. Click the **Login** button. The Help Desk home page will be displayed.



## Help Desk Home Page

The Help Desk home page includes several areas:

- Navigational Tabs



Use the navigational tabs to navigate through the different sections of the website.

**Home** – the main page of the website

**Requests** – view all of your requests

**Solutions** – view solutions to common problems submitted to the Help Desk

**My Details** – view your website profile

- New Incident



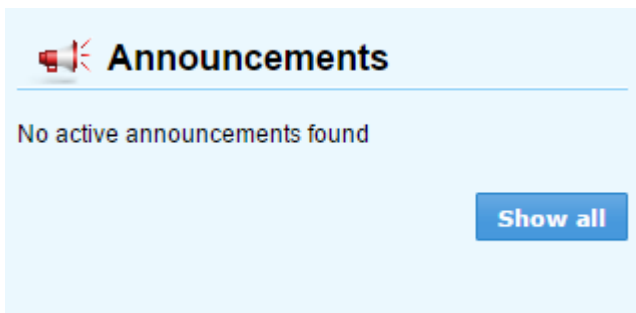
### Submit your request

Click above link to report an issue or to request a service.

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Click the **Submit your request** button to open the New Incident form.

- Announcements

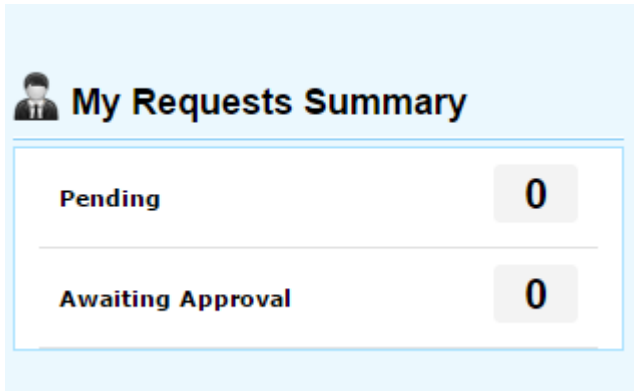


Announcements from the Help Desk staff will be listed in the Announcements box. Click on an individual announcement for more information.

### **IMPORTANT!**

Before creating a new incident, check the Announcements section for updated information on any systems currently down or experiencing problems.

- My Summary



**My Requests Summary**

<b>Pending</b>	<b>0</b>
<b>Awaiting Approval</b>	<b>0</b>

The widget shows a summary of requests with two categories: Pending and Awaiting Approval, both with a count of 0.

The My Summary box displays the status of all your requests. Click on the links to view more information.

- Popular Solutions



## Popular Solutions



**To move data from one installation from another.**

You can move the data from the existing server to new server. Please f...

**How to generate a Support file ?**

Please follow the steps mentioned below for support file generation: ...

**Modify Login screens and Logout screens**

Find below the procedure to meet with your need:1. Save the page serve...

**Troubleshooting DCOM Error**

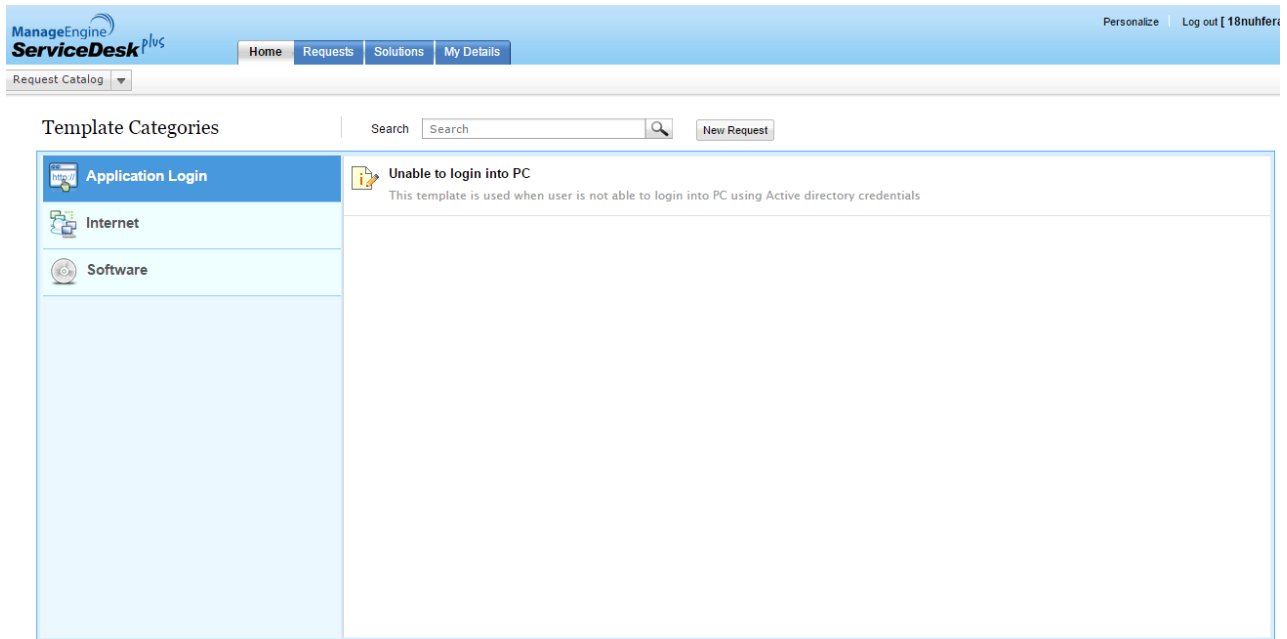
'Either access denied for the user or the remote DCOM option might be ...

The Popular Solutions box displays solutions to incidents placed into the Help Desk. You can search solutions by using the Search Solution field in the Popular Solutions box and on the New Incident and Requests pages.

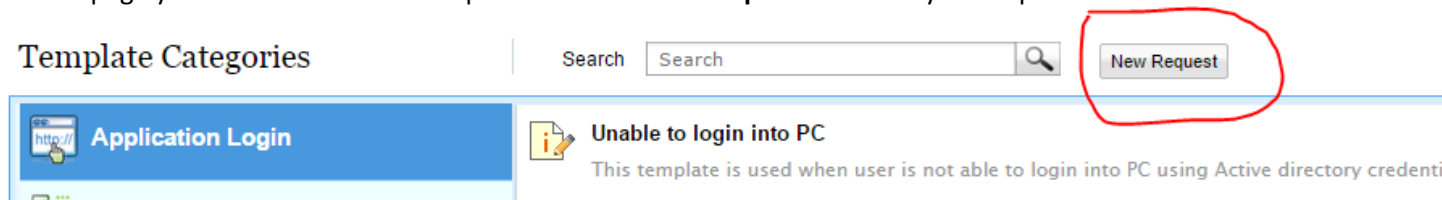
## Submitting a New Incident

How to enter a ticket into the Help Desk system:

1. Click on the **Submit a new request** link located on the Home page. The New Incident form will be displayed:



2. On this page you can use a custom template or select **New Request** to create your request:



Complete the form fields:

- a. **Priority** – select the priority of the incident.
- b. **Requester Details** (Name, Contact Number, Job Title, Department) – these fields are pre-populated and cannot be modified.
- c. **Category** – select the category of the incident.
- d. **Subcategory** – based on your category selection, choose a subcategory.
- e. **Item** – based on your subcategory, choose the appropriate item.
- f. **Site** – this field is pre-populated and it cannot be modified.

- g. **Date & Time Problem Occurred** – click the calendar icon (to the right of the field) and select the date and time the problem occurred.
- h. **Subject** – enter the subject of the problem (please be descriptive)
- i. **Description** – provide a description of the problem (please be concise but informative)

- 3. If you have a file to attach, click the **Attach File** button. Click on the **Browse** button and navigate to where the file is located. Click on the **Open** button and then click on **Attach File** to attach the file to the form.

**IMPORTANT!**

If you are reporting an error message you received on computer, follow the steps below to perform a screen capture of the message and attach it to your incident form.

To screen capture an error message:

- a. Click on the active window or browser window where the error message is displayed.
  - b. Press and hold the **ALT** key on your keyboard and then press the **PRINT SCREEN** button. This copies the active window to the Windows clipboard.
  - c. Open up a new Word document.
  - d. Right-click once on the document and select **Paste**. You should see the window with the error message in the document.
  - e. Save the document.
  - f. In the New Incident form screen, complete all the necessary fields and click the **Attach File** button. Navigate to where the file is located. Click on the **Open** button and then click on **Attach File** to attach the file to the form.
- 4. Once you have completed the form, click on the **Add Request** button located at the bottom of the form. The View Request page will display and your request has been submitted to the Help Desk.



Request Catalog

**Search**  
Enter Solutions Keyword  
   
Recent Items

Request ID : 18    Actions    Reply

**Word is not activated**  
By **ADAM NUHFER** on Aug 10, 2015 07:55 AM    Due Date : N/A  
Status : **Open**  
Priority : **Not Assigned**

Request    Resolution    History

**Description**  
Microsoft Word keeps giving me an error saying it is not activated.  
I will be at BHS Mon-Wed then PES Thurs & Friday.

You will also receive an email confirmation regarding your new incident.

## Viewing Your Requests

To view your requests:

1. Click on the **Requests** tab. The Requests page will be displayed.

Request Catalog

**Search**  
Enter Solutions Keyword  
   
Recent Items

**My Open Requests**    Request ID

**New Request**    1 - 1 of 1 |   | Show 25 per page

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	On-Behalf-Of
18	Word is not activated	ADAM NUHFER	Suchy, Karen	-	Open	Aug 10, 2015 07:55 AM	-

The first time you click on the Requests tab during your session, the filter will show you all your **Open** requests. If you change the filter, the site will remember your selection and display that selection the next time you click on the Requests tab.

To view detailed information about a request, click on the request link or if you know the ID number, enter the number in the **Go To** field and click the double arrow button.

## Additional Notes

- When your ticket is closed, you will receive a confirmation email along with information to complete a survey.