



# Graham Group Helpdesk User Guide: FAQ and Tricks

The following is a basic guide of the Graham helpdesk system. **NOTE:** *This guide will cover only the Frequently Asked Questions and Tricks on the Graham Group helpdesk system.* Please refer to the User Guide tab at [www.grahamhelp.com](http://www.grahamhelp.com) if you are looking for other user guides.

**Product**

Graham helpdesk  
Graham Group  
Enterprise Ed

**Difficulty**

Easy

**Focus**

Graham Group Helpdesk:  
*Frequently Asked Questions  
Tips and Tricks*

**Author**

Dan Duong  
May 2013

**NOTE:**

Some screenshots might not be exactly  
to what you see on your screen

**PREREQUISITES**

Before using this guide, please  
make sure you have the  
necessary permission from your  
IT administrators for logging  
into the Graham helpdesk  
system.

# Table of Contents

FREQUENTLY ASKED QUESTIONS.....	3
User Name Recovery.....	3
Password Recovery .....	3
Logging Out of the System .....	4
Print Screen Capture.....	4
Benefits of “Remember Me” Feature .....	5
Contact Us .....	5
TIPS AND TRICKS .....	6
News Feature .....	6

## Graham Group Helpdesk Guide: Frequently Asked Questions

### User Name Recovery:

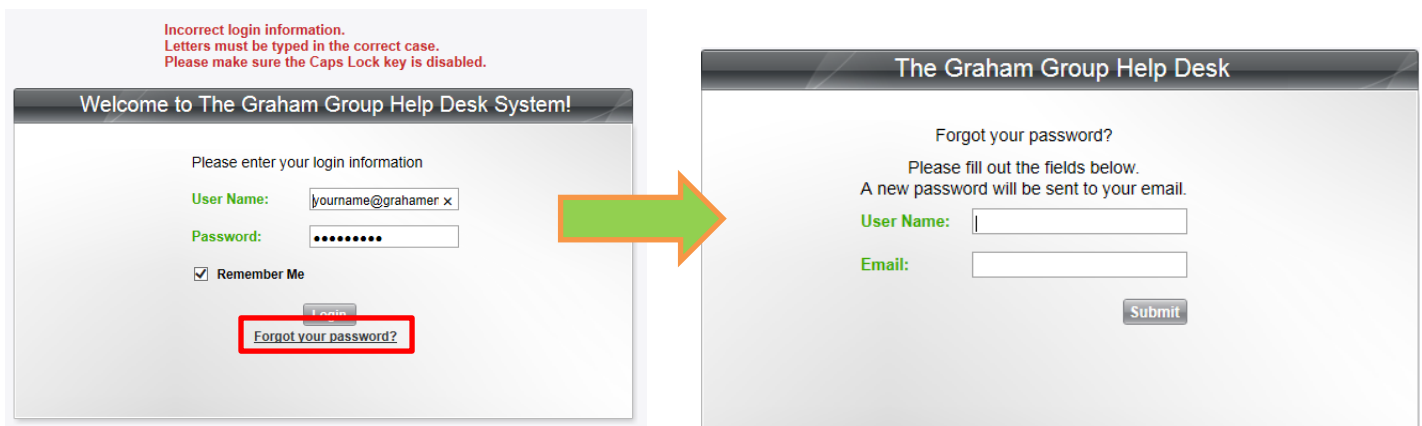
#### 1. I forgot my User Name, how can I recover it?

- a. Your user name will typically be your graham email address, for example **john.doe@grahamengineering.com**
- b. If you do not have a user name, please contact the Graham Group IT department

### Password Recovery:

#### 2. I forgot my password, how can I recover it?

- a. If you do not remember your password, press the: **Forgot your password?** Link on the login screen



- b. This should lead you to the recovery screen. Fill in your user name and email; your user name should be the same as your email address.
- c. You should receive this confirmation screen

**Your password has been changed and emailed to you.**

[Back to Login](#)

- d. Check your Graham email for your new password

**Your new SysAid password**  
Graham IT Support <none@mail.com>  
Sent: Thu 5/16/2013 11:15 AM

- e. Please refer to the Forgot Password guide for more information on changing your password.

### **Benefits of “Remember Me” checkbox:**

#### **3. Should I use the “Remember Me” checkbox?**

- a. It is recommended that you check the “remember me” box because:
  - i. You will not have to re-authenticate yourself in the system again.
  - ii. No important information will be stored in your helpdesk account, just your general account information.

### **Logging Out of the System:**

#### **4. How do I log out of the Graham helpdesk ticketing system?**

- a. While you are in the ticketing system, locate the power icon on the top right of the page. Click on the icon and you will be logged out of the system.

## **Print Screen Capture:**

### **5. How do I take a screenshot and upload it as an attachment?**

- a. There are two options to take a screenshot of your desktop
  - i. By click the “print screen” button on your keyboard.
    1. It is usually located on the upper right corner of your keyboard. (**Only press the print screen button on the window in which you want to report your incident**).
    2. Next open a new Microsoft Word document and paste the image. You can press CTRL+ V or Right click your mouse and choose the paste option in MS Word.
    3. Then, save the Word document to an accessible area such as My Desktop or My Documents folder.
  - ii. By using the snipping tool (for Windows 7 and above)
    1. Using the cursor to select the desired area to capture your screen with
    2. Then save the file in an accessible area such as My Desktop or My Documents folder.
- b. While at the Submit an Incident form or the View Your Submission History, click on the Add Attachment button, then browse to the saved document, double-click the document, and click on the “attach files” button to upload your attachment.

*If you need help with taking a screen of your problem, please contact the Graham IT Department*

**Contact Us:**

**What if I need to contact the Graham IT department ASAP?**

- c. Although, it is recommended that you use the Graham helpdesk ticketing system to report your IT incidents, you can also contact the Graham IT department at **1-717-849-8132** and at [support@grahamhelp.com](mailto:support@grahamhelp.com)

## Graham Group Helpdesk Guide: Tips and Tricks

### News Feature:

- If you and your co-workers are experiencing the same technical issues, please login and check the News board in the helpdesk system before posting or calling into our IT department
- If we are aware of the situation, our notice board will have postings of known issues
- You can find the News board located on the left side of your home screen of the system

