



Graham Group Helpdesk User Guide:

Helpdesk System

The following is a basic guide of the Graham helpdesk system. **NOTE:** *This guide will only cover the process of ticket submission and management in the Graham Group helpdesk system.* Please refer to the User Guide tab if you are looking for other user guides.

Product

Graham helpdesk
Graham Group
Enterprise Ed

Difficulty

Easy

Focus

Graham Group Helpdesk
Submit an Incident
View Your Service History
Change Your Settings

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NOTE:

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

PREREQUISITES

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

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Graham Group Helpdesk Guide: Helpdesk System

Welcome to the Graham Group Helpdesk Guide. This guide will cover how to use the Graham Group helpdesk system.

If you do not know how to access the Graham Group helpdesk system, please refer to the User Guide tab at www.grahamhelp.com

Once you are logged into the system, this will be the main menu for the helpdesk system

The screenshot displays the main menu of the Graham Group Help Desk system. At the top left is the GRAHAM GROUP logo. The main header reads "The Graham Group Help Desk". A "News" sidebar on the left shows a message from 05/29/2013 12:19 PM regarding a system reboot test. The main content area features a welcome message for Dan Duong and three primary action buttons: "Submit an Incident" (1), "View Your Service History" (2), and "Change Your Settings" (3). Each button includes an icon and a brief description of its function.

GRAHAM GROUP

The Graham Group Help Desk

Welcome to the The Graham Group Help Desk, Dan Duong!
The Graham Group Help Desk provides you with the support and solutions you need to quickly resolve technical problems. Here you can submit service records, receive timely support from the Graham Group administrators, track your service history, and even find information that can help you independently resolve your personal IT issues.

Submit an Incident 1
Experiencing technical problems or have an issue to report? Click here to submit an incident to your IT department.

View Your Service History 2
Keep track of the service records you've previously submitted and monitor the status of your reported technical problems.

Change Your Settings 3
Keep your settings up to date, manage your contact details language settings and more!

There are several options you can choose from at the main menu:

1. Submit an Incident

- ***Are you experiencing technical problems or have an issue to report? Click here to submit an incident to the Graham Group's IT Department***

2. View Your Service History

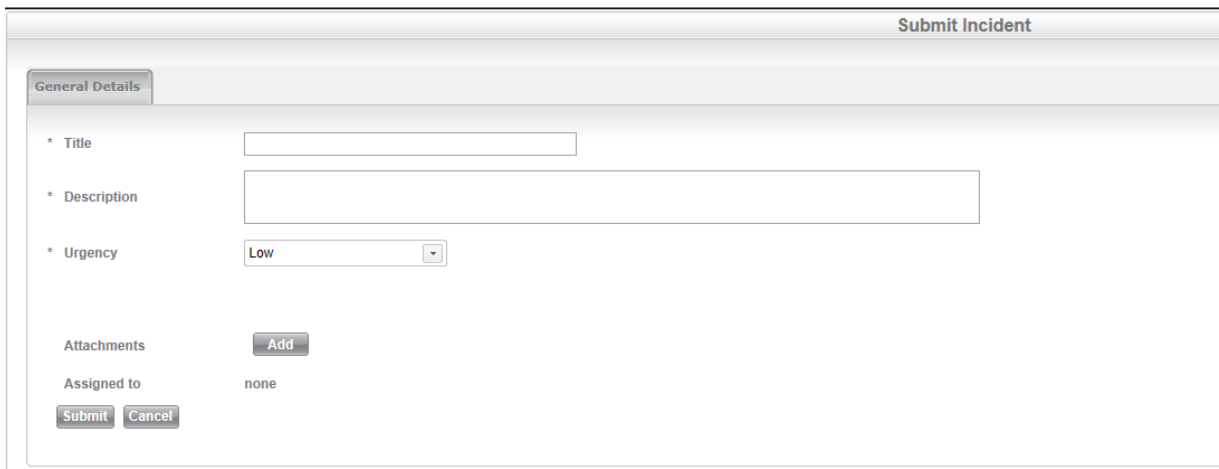
- ***If you have already submitted an incident, this will help you keep track of your current and past incidents***

3. Change Your Settings

- ***This option will allow you to change your personal settings such as name, password, phone number, and more.***

1. Submit an Incident

This is where you will be submitting your technical problems to the Graham Group IT Department. A form will be presented to you, like the one you see below.



The screenshot shows a web form titled "Submit Incident". The form is divided into a "General Details" tab. The fields are as follows:

- Title:** A text input field with an asterisk (*) indicating it is required.
- Description:** A larger text area with an asterisk (*) indicating it is required.
- Urgency:** A dropdown menu currently set to "Low".
- Attachments:** A section with an "Add" button.
- Assigned to:** A field currently set to "none".

At the bottom of the form are two buttons: "Submit" and "Cancel".

Please fill out the required fields marked by an asterisk () on the left side*

REQUIREMENT:

Title: *A quick classification of your problem*

Description: *Describe your problem with as much detail as possible Also include the name of the program or equipment you were using, the error code (if any), and the process to which you receive the error.*

Urgency: *Classify how critical this problem is to you and what affect it is to others. Please consider if this problem is an immediate need or something that can be resolved in the near future.*

RECOMMENDATION:

Attachments: *A screenshot can be useful to solve some IT problem. It is recommended that you take a screen shot and include it with your request, if applicable.*

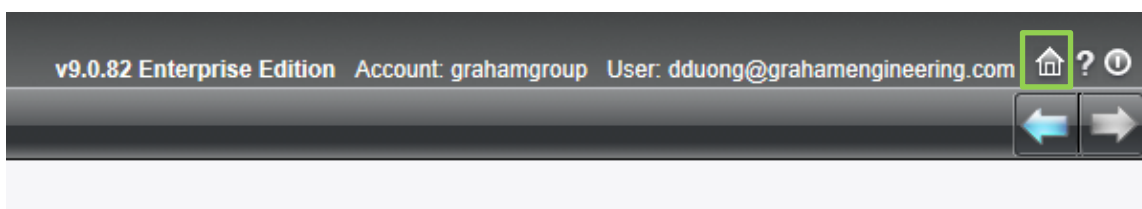
If you do not know how to take a screenshot, please refer to the FAQ and Tricks section for more information.

Once you are done with the form, press the Submit button.

You should receive a confirmation screen stating:

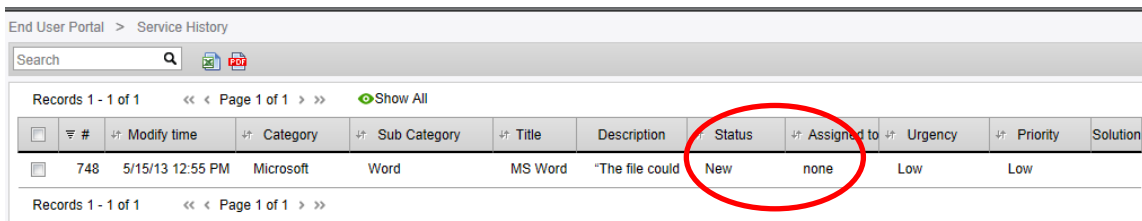
Your Service Record has been received .
The ID of your Service Record is: 748.

To return to your main menu, press the home button on the top right corner of the screen



2. View Your Service History

This section will allow you to check your current and past IT tickets.



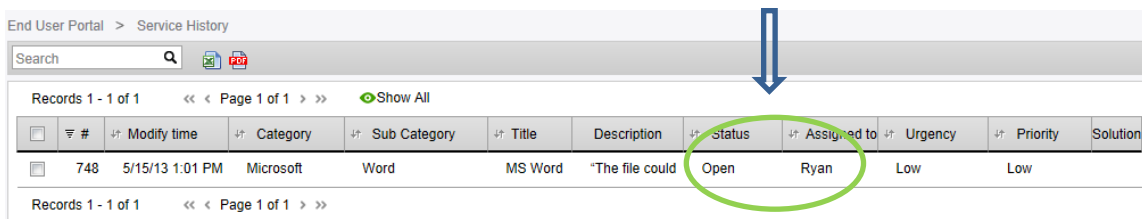
End User Portal > Service History

Search

Records 1 - 1 of 1 << < Page 1 of 1 > >> Show All

#	Modify time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
748	5/15/13 12:55 PM	Microsoft	Word	MS Word	The file could	New	none	Low	Low	

Records 1 - 1 of 1 << < Page 1 of 1 > >>



End User Portal > Service History

Search

Records 1 - 1 of 1 << < Page 1 of 1 > >> Show All

#	Modify time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
748	5/15/13 1:01 PM	Microsoft	Word	MS Word	The file could	Open	Ryan	Low	Low	

Records 1 - 1 of 1 << < Page 1 of 1 > >>

A blue arrow points from the 'New' status in the first screenshot to the 'Open' status in the second screenshot.

1

2

Image #1 shows the ticket is still in the Queuing stage, an IT administrator hasn't processed the ticket yet.

Once the incident is processed there will be an assigned IT administrator and a status change, as indicated by image #2.

You will also receive an email about the status of your incident and the name of the assigned IT Administrator

Incident #748 status has been changed to Open

Graham IT Support <none@mail.com>

You can also view your ticket more in-depth by double clicking on the record.

Service Desk - Incident # 748	
Title:	MIS Word cannot open file, corruption error
Description:	"The file could not be converted; it may be corrupt or otherwise invalid. Please try opening the file in Microsoft Word, resaving it, and then resubmitting the file for conversion. If this does not resolve the issue, contact your system administrator."
Category:	Microsoft Office Word Other
Solution:	
Modify time:	5/15/13 1:01 PM
Status:	Open
Urgency:	Low
Priority:	Low
Assigned to:	Ryan Stevens
Notes:	<input type="text"/> <input type="button" value="Add a note"/>
Screen capture:	
Attachment:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
<input type="checkbox"/> Close a service record <input type="button" value="Submit"/>	

There are several functions you can perform on this screen:

<i>(1) Add a note:</i>	Add more information to the problem; you and the administrator can use the “add a note” feature. It can also be used to update on the progress of the problem
<i>(2) Upload an attachment:</i>	If you had forgotten to add an attachment, you can upload an attachment for the IT Administrator
<i>(3) Close a service record:</i>	If you have resolved the solution by yourself, you can close the ticket yourself. An IT Administrator will do a follow-up call on your ticket also.

The amount of time it takes to resolve your problem may vary and it depends on the significance of the matter. Please check the “**View Your Service History**” often to view the status of your problem.

Once the status of your incident has been resolved/closed, you will also receive another email notification in your Graham email.

Incident #748 has been changed to Closed

Graham IT Support <none@mail.com>

3. *Change Your Settings*

This section will allow you to change your personal information.

You can access this setting through the main menu of the Graham Group helpdesk system

Once you are at the Change Your Settings screen, you should see something similar below

The screenshot shows a web form titled "My Settings" with the following fields and values:

Field	Value
First Name	Dan
Last Name	Duong
Display Name	
Password	
Confirm Password	
Email	dduong@grahamengineering.com
Secondary Email	
Phone	717-880-0709
Text message	
Chat Nickname	
Language	English (United States)
Time Zone	EST (EST)
Date Input Style	American
Receive automatic SR email notifications	Yes

A "Submit" button is located at the bottom left of the form.

You can change any settings that are shown above.

Once you are happy with your changes press the Submit button, and the changes will be reflected at the next login.

*This is the end of the Helpdesk guide. For more information on other guides, please visit www.grahamhelp.com and click on the **User Guide** tab.*