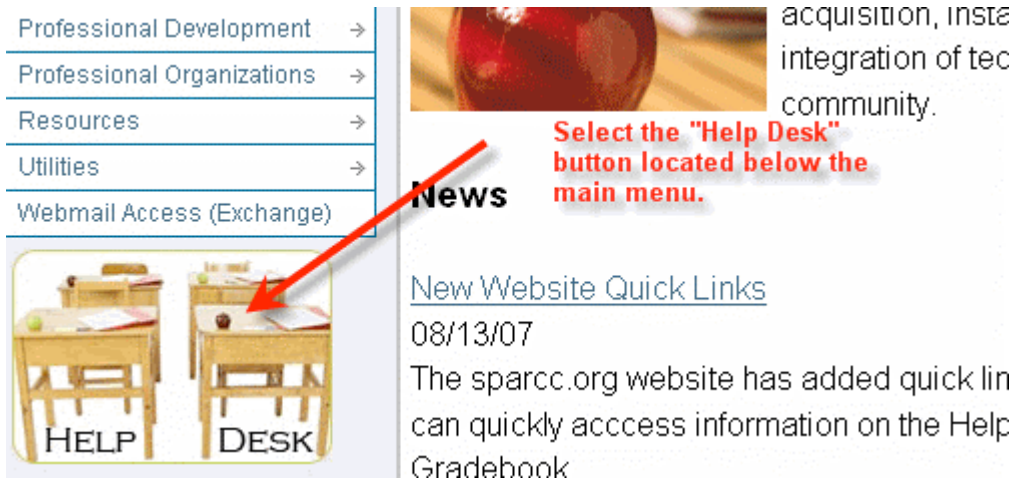


SPARCC Help Desk Tutorial

Question: How do I correctly submit a help desk ticket?

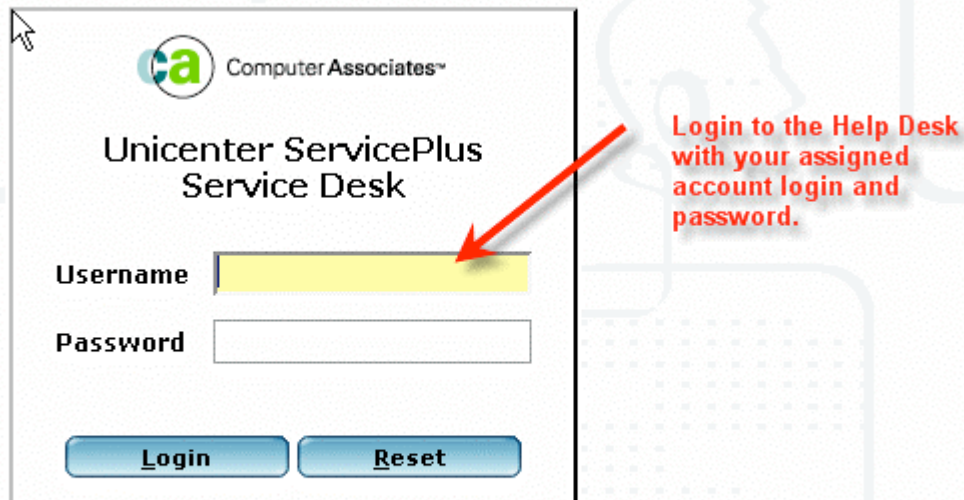
Answer:

1. Visit www.sparcc.org and select the "Help Desk" button located below the main menu.



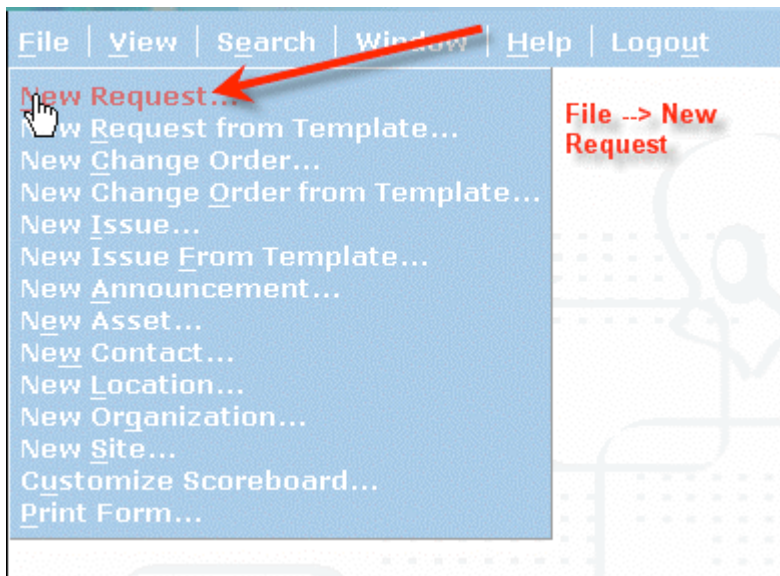
The screenshot shows the top navigation menu of the SPARCC website. The menu items are: Professional Development, Professional Organizations, Resources, Utilities, and Webmail Access (Exchange). Below the menu is a 'News' section with a red arrow pointing to a 'HELP DESK' button. A red text box with an arrow pointing to the button contains the instruction: "Select the 'Help Desk' button located below the main menu." The 'HELP DESK' button is a graphic of two wooden desks with chairs, labeled 'HELP' and 'DESK'.

2. Login to the help desk with your assigned username and password.

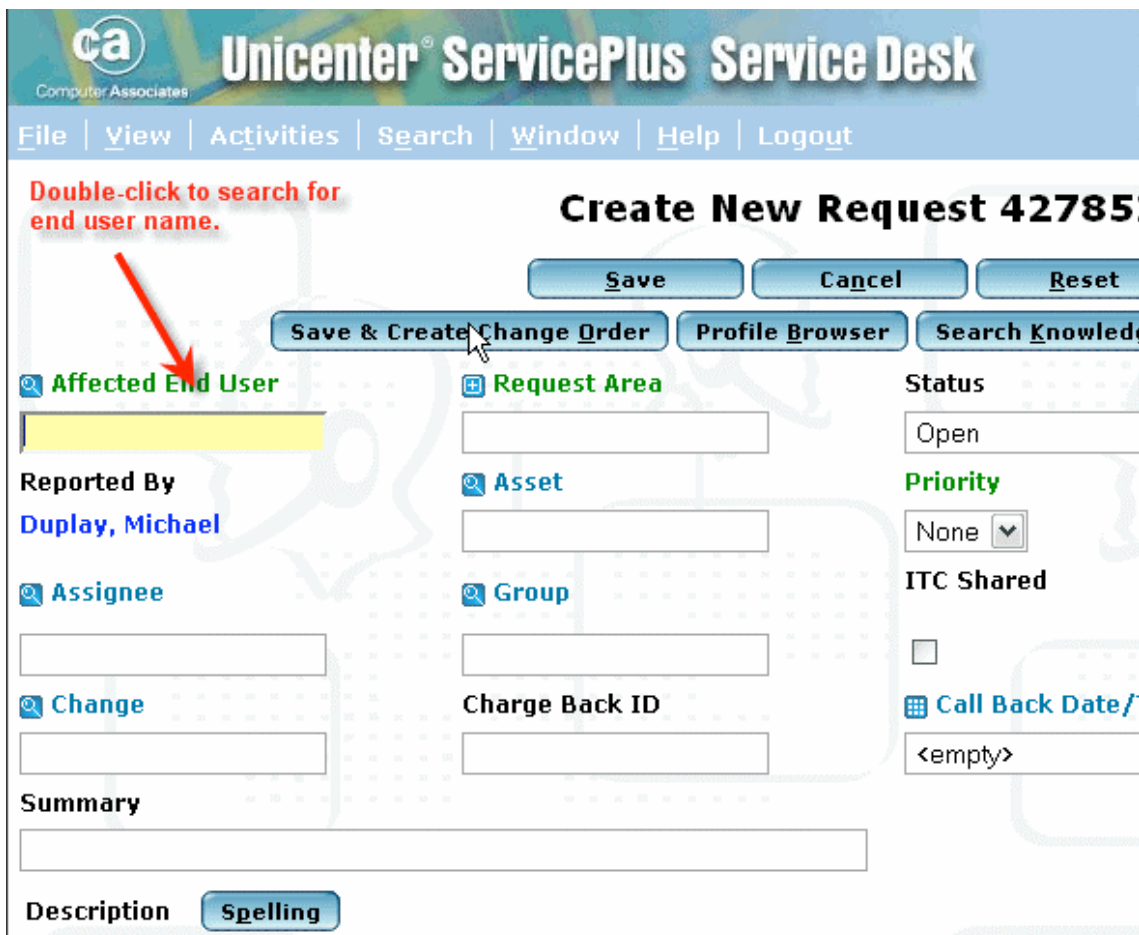


The screenshot shows the login form for the Unicenter ServicePlus Service Desk. The form is titled "Unicenter ServicePlus Service Desk" and features the Computer Associates logo. It includes fields for "Username" and "Password", and buttons for "Login" and "Reset". A red arrow points to the "Username" field, and a red text box with an arrow pointing to the "Username" field contains the instruction: "Login to the Help Desk with your assigned account login and password."

3. Once logged in, select FILE → New Request to create a NEW help desk ticket.



4. Double-click “Affected End User” to search for the name of the person the ticket is being created for (the end user, not the support person you want to see the ticket).



5. Enter the last name of the end user and select "Search". Double click the end users name from the resulting list.

Contact Search

Hide Filter Search Clear Filter

Last Name First Name Middle Name Contact Type
<empty>

Active Contact ID System Login Access Type
Active <empty>

Building District ITC/IT Dept. Department

Position More...

Fill in "Last Name" and click "Search". Then select the name from the results. This will be the name of the person the ticket is about or from.

6. Once the end user's name has been filled in, double-click the "Request Area" to select the appropriate department the ticket will be assigned to. For example, a Pinnacle ticket would be assigned to SPARCC/Pinnacle Support.

Create New Request

Save Cancel

Save & Create Change Order Profile Browser Search

Affected End User Request Area Status
Duplay, Michael Open

Reported By Asset Priority
Duplay, Michael None

Assignee Group ITC Share
Charge Back ID Call Back

Double-click "Request Area" and select the department your help desk ticket applies to. For example, "Pinnacle"

7. With both "End User" and "Request Area" correctly filled out, complete the "Summary" and "Description" of the ticket in detail. Once that has been completed, select the "Save" button at the top of the screen to submit your ticket.

Note* Help desk tickets are logged with a time/date stamp when they are created and can be accessed by ALL members of the requested area.