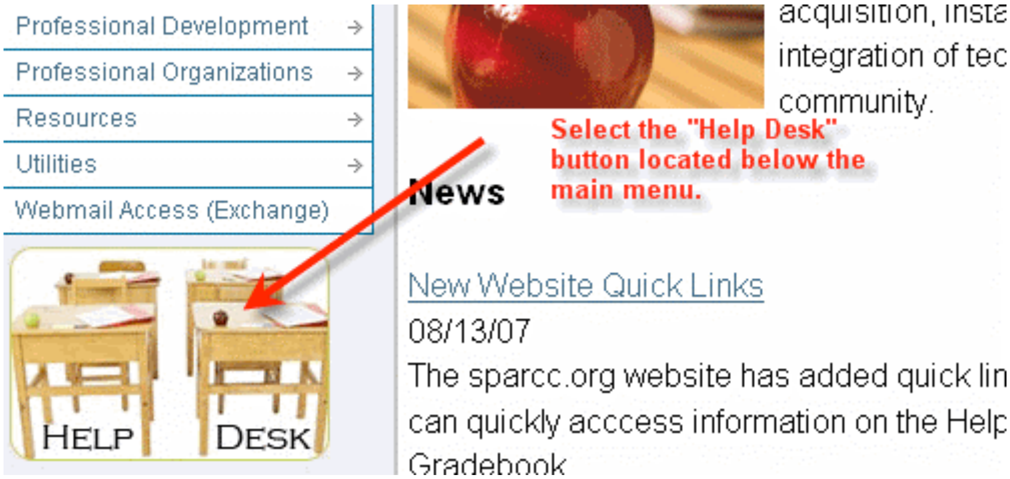
SPARCC Help Desk Tutorial

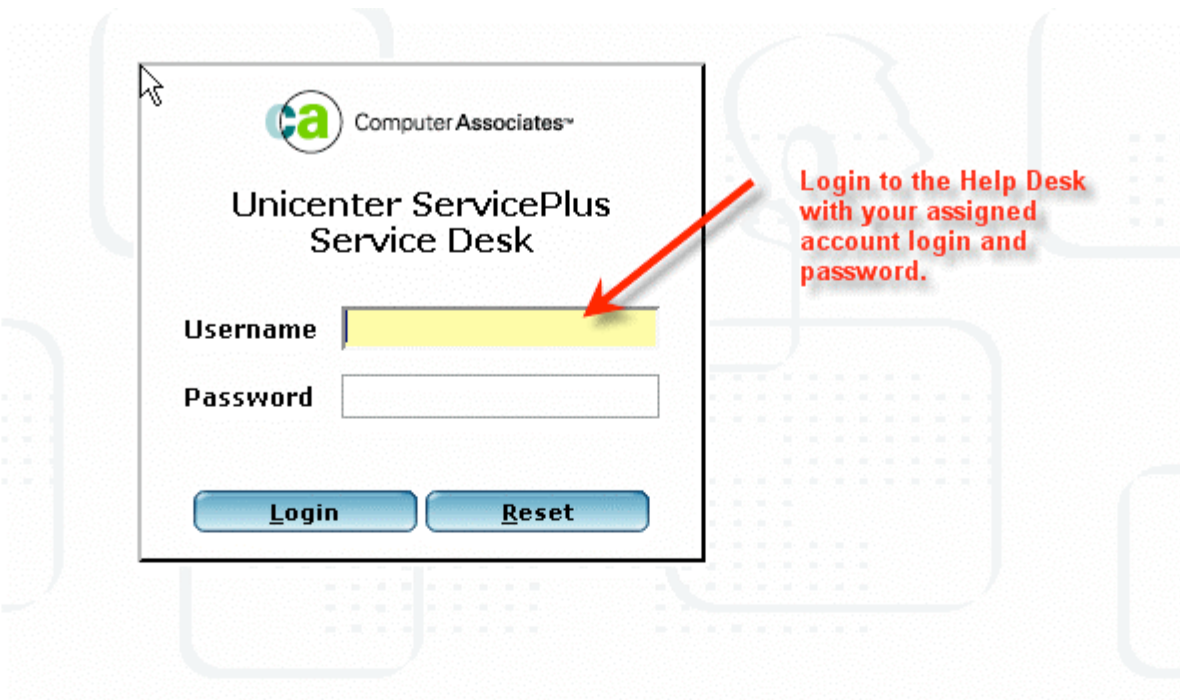
Question: How do I correctly submit a help desk ticket?

Answer:

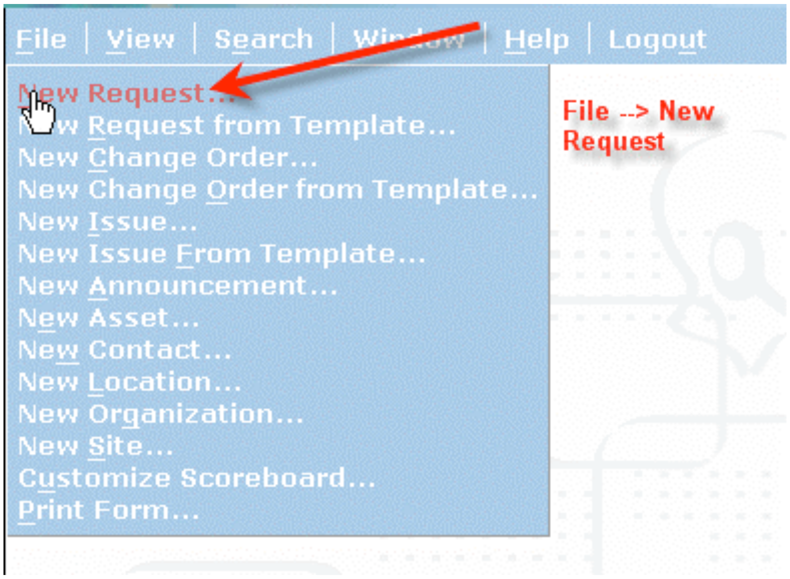
1. Visit www.sparcc.org and select the "Help Desk" button located below the main menu.



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



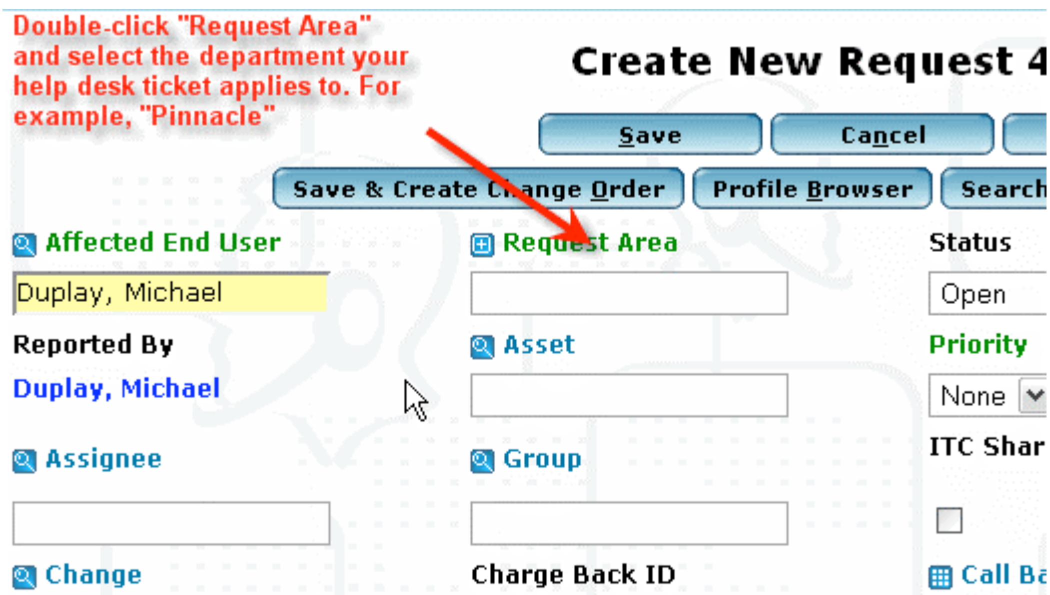
3. Once logged in, select FILE → New Request to create a NEW help desk ticket.



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

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

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.



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.