

## Web Help Desk

The Office of Information Technology is pleased to announce **Web Help Desk**. Web Help Desk allows users to enter tickets for Incidents & Requests, track and monitor tickets, and access Frequently Asked Questions (FAQs). The following provides instructions on using Web Help Desk.

There are several ways to submit a ticket to the Help Desk:

- Enter the request directly into Web Help Desk (instructions below).
- Email [helpdesk@frostburg.edu](mailto:helpdesk@frostburg.edu) (be sure to include a description of the problem, your phone number, and your location). Your email automatically generates a ticket in Web Help Desk and a response email is sent (instructions are within this document)
- Call us at 301-687-7777 for urgent or emergency issues.

### Logging into Web Help Desk

1. Access the Technology web page at <http://www.frostburg.edu/computing> and click on the **Submit A Help Desk Ticket** button and log into Web Help Desk.

- Or access Web Help Desk directly at: <https://webhelpdesk.frostburg.edu>.

2. Enter your FSU Username and Password. Click **Login**.



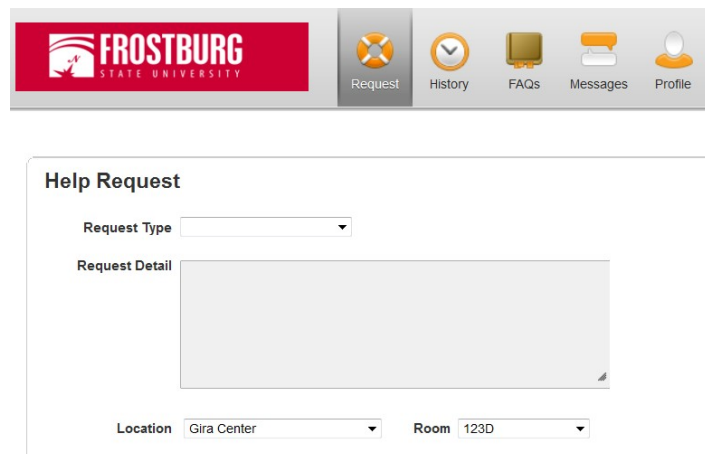
**i** Legal Notice-  
Access to this system is restricted to authorized users only and limited to approved business purposes. By using this system you expressly consent to the monitoring of all activities. Any unauthorized access or use of this system is prohibited and could be subject to criminal and civil penalties. All records - reports - email - software and other data generated by or residing upon this system are the property of the State of Maryland and may be used by the State of Maryland for any purpose.

#### Log In

User Name

Password

3. The **Help Request** page displays.



## Creating a Ticket in Web Help Desk

1. Select a **Request Type** from the **Request Type** drop-down list.

### Help Request

Request Type

Request Detail

Location  Room

2. Enter all applicable fields including **Request Detail, Location, and Room**. Depending on the **Request Type**, additional fields may display.

- **Note:** Related FAQs display on the right hand side of the page depending on the **Request Type** selected.

### Related FAQs

- [How can I connect to FSU's Wireless Network?](#)
- [How can a guest access FSU's Wireless Network?](#)
- [How can I add a network printer?](#)
- [How will I access the internet from my Residence Hall room?](#)
- [How do I connect my game system to the internet?](#)

1 - 5 of 9 items

3. Click the **Save** icon (bottom right hand side of the page) to submit the ticket.



- The following response displays.

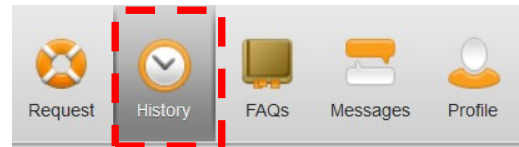
### Thank You!

Your ticket number is **145**  
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to **BKenney@frostburg.edu**.

## Viewing Ticket History

1. From the main tool bar, click the History icon.



2. All tickets you've submitted will display.

### Ticket History

Ticket No.  Status **All Active** Contains

No.	Date	Updated	Status	Request Detail
145	1/19/16	1/19/16	Open	I need some advice on my course design. Please contact me at your convenience.
27	1/8/16	1/15/16	Open	Upcoming Event: I have an event I need a laptop for

2 items

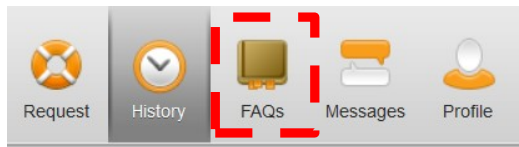
3. Tickets can also be searched using the **Ticket No., Status, and Contains** fields.

### Ticket History

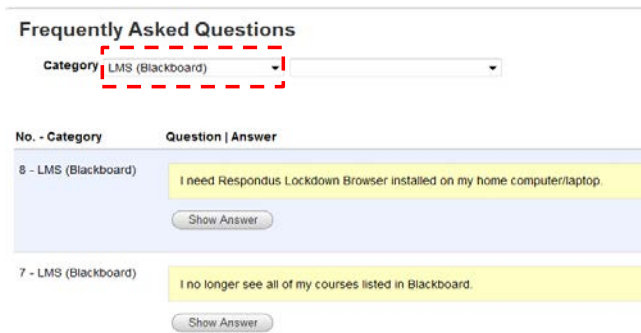
Ticket No.  Status **All Active** Contains

## Using FAQs

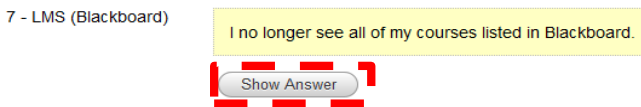
- From the main tool bar click the **FAQs** icon.



- Select **Request Type** from the **Category** drop-down list. Depending on the Request Type, additional fields may display.



- Click the **Search** button to display all FAQs for the category selected. Click **Show Answer** to display the desired answer.



- **Note:** Additional key word searches can be made using the **Contains** field and **FAQ#** fields.

Contains  AND  OR

FAQ #

## Submitting a Ticket Via Email

- Email your request/issue to: **helpdesk@frostburg.edu**
  - Be sure to include a description of the problem, your phone number, and location.
- Check your email to confirm the ticket was created.
- To view the ticket in Web Help Desk, click on the url in the body of the email message and log into Web Help Desk.

**From:** FSU Help Desk  
**Sent:** Wednesday, January 20, 2016 1:46 PM  
**To:** Beth Kenney <BKenney@frostburg.edu>  
**Subject:** Ticket 164 Open --> Sample Ticket: How do I make my course availabl...



Beth, thank you for using the FSU IT Help Desk. You can check the status of this ticket at the link below

[http://WebHelpDesk.frostburg.edu/helpdesk/WebObjects/Helpdesk\\_woa/wa/TicketActions/view?ticket=164](http://WebHelpDesk.frostburg.edu/helpdesk/WebObjects/Helpdesk_woa/wa/TicketActions/view?ticket=164)

Ticket Info	Cancel Ticket
<b>Ticket No. :</b> <a href="#">164</a>	
<b>Report Date :</b> 1/20/16 1:45 pm	
<b>Est. Due Date :</b> 1/25/16 1:45 pm	
<b>Reporter :</b> Beth Kenney < <a href="mailto:BKenney@frostburg.edu">BKenney@frostburg.edu</a> >	
<b>Location :</b> Gira Center	
<b>Room :</b> 123D	

## Interacting with and Updating a Ticket Via Email

- When a ticket is created, an automatic email confirmation is sent to you. Click on the link in the email to view the ticket.

**From:** FSU Help Desk  
**Sent:** Wednesday, January 20, 2016 1:46 PM  
**To:** Beth Kenney <BKenney@frostburg.edu>  
**Subject:** Ticket 164 Open --> Sample Ticket: How do I make my course availabl...



Beth, thank you for using the FSU IT Help Desk. You can check the status of this ticket at the link below

<http://WebHelpDesk.frostburg.edu/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=164>

Ticket Info		Cancel Ticket
Ticket No. : <a href="#">164</a>		
Report Date : 1/20/16 1:45 pm		
Est. Due Date : 1/25/16 1:45 pm		
Reporter : Beth Kenney < <a href="mailto:BKenney@frostburg.edu">BKenney@frostburg.edu</a> >		
Location : Gira Center		
Room : 123D		

- Interact with and update a ticket by clicking on the **Add Note** link within the email.

Notes			Add Note
Date	Name	Note Text	

- You can **Cancel** a ticket by clicking on the Cancel Ticket link within the email.

**From:** FSU Help Desk  
**Sent:** Wednesday, January 13, 2016 10:19 AM  
**To:** Beth Kenney <BKenney@frostburg.edu>  
**Subject:** Ticket 71 Open --> AV Help: This is a test ticket!m teaching in a...



Beth, thank you for using the FSU IT Help Desk. You can check the status of this ticket at the link below

<http://WebHelpDesk.frostburg.edu/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=71>

Ticket Info		Cancel Ticket
Ticket No. : <a href="#">71</a>		

- When the status of a ticket changes, you will receive another confirmation email. Possible options are **Closed, Cancelled, Hold**.

**From:** FSU Help Desk  
**Sent:** Tuesday, January 19, 2016 11:01 AM  
**To:** Beth Kenney <BKenney@frostburg.edu>  
**Subject:** Ticket 137 Closed --> CLASSROOM COMPUTER CHECK; CR-GU219-87123

Ticket Info	
Ticket No. : <a href="#">137</a>	
Report Date : 1/19/16 10:58 am	
Due Date : 1/22/16 10:58 am	
Reporter : Alvin Beeman < <a href="mailto:abeeman@frostburg.edu">abeeman@frostburg.edu</a> >	
Location : Gunter	
Room : 214 (Academic)	
Tech : Alvin Beeman < <a href="mailto:abeeman@frostburg.edu">abeeman@frostburg.edu</a> >	
Priority : Standard	
Status : Closed	
Request Type : Hardware > Computer	
Request Detail : <input type="text" value="CLASSROOM COMPUTER CHECK; CR-GU219-87123"/>	
FSU Tag Number : 87123	
Room Type : Office; Classroom	
Urgency : Address Later - set priority to Standard	