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 (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](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](https://webhelpdesk.frostburg.edu).

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

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.

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.

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.

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

1. From the main tool bar click the FAQs icon.

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

3. 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.

Submitting a Ticket Via Email

1. Email your request/issue to: helpdesk@frostburg.edu
   - Be sure to include a description of the problem, your phone number, and location.

2. Check your email to confirm the ticket was created.

3. 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, 2010 1:40 PM
   To: Beth Kenney <BKenney@frostburg.edu>
   Subject: Ticket 164 Open --> Sample Ticket: How do I make my course available?

   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/WorkObjects/Helpdesk.svc/TicketActions/ViewTicket?ticket=164

   Ticket Info
   - Ticket No.: 164
   - Report Date: 1/20/10 1:45 pm
   - Est. Due Date: 1/20/10 1:45 pm
   - Reporter: Beth Kenney <BKenney@frostburg.edu>
   - Location: Gira Center
   - Status: Open
Interacting with and Updating a Ticket Via Email

1. 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 available...

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

   Ticket Info
   Ticket No.: 164
   Report Date: 1/20/16 1:46 pm
   Est. Due Date: 1/23/16 1:46 pm
   Reporter: Beth Kenney <BKenney@frostburg.edu>
   Location: Cara Cantler
   Priority: 1/20

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

   Notes
   Date | Name | Note Text

3. 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 I’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:

   Ticket Info
   Ticket No.: 71

4. 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 147 Closed --> CLASSROOM COMPUTER CHECK; CR-GU219-87123

   Ticket Info
   Ticket No.: 147
   Report Date: 1/19/16 10:55 am
   Due Date: 1/22/16 10:55 am
   Reporter: Alvin Boorman <aboorman@frostburg.edu>
   Location: Gunter
   Room: 214 (Academic)
   Tech: Alvin Boorman <aboorman@frostburg.edu>
   Priority: Standard
   Status: Closed
   Request Type: Hardware > Computer
   Request Detail: CLASSROOM COMPUTER CHECK CR-GU219-87123
   FSU Tag Number: 67123
   Room Type: Office, Classroom
   Urgency: Address Later - set priority to Standard