




The CTS department is excited to have the opportunity to provide our users with a new Asset Management service called NetSupport Help Desk.

This software will provide numerous benefits to both campus users as well as CTS staff. The management software will give us a trouble ticket system to track and manage user support requests. Trouble tickets will be managed in a manner that provides assurances that all requests are fulfilled timely and details are not lost in communication. One of the great features of this product is e-mail notifications. An e-mail will be delivered to the customer keeping them apprised of ticket status throughout the process. Users will also be able to track their trouble tickets through the web interface. This web interface will be the primary means for requesting computing support from the CTS department. With the deployment of this software you will see two new icons on your toolbar. The only icon of interest at this time is the NetSupport Client (); the other icon can be ignored. Simply right click on the icon and select "Request Help" which will direct you to our new service request website; <http://msc011.msc.local/helpdesk/logon.asp>. You can go directly to the website without using the client icon. Please login using your e-mail address as the Login Name and "P@ssword" as the password. Once logged in we ask that you change your password via "My Details" on the left hand pane. At this time you will only need to change your password once. Please look through the interface and familiarize yourself with the layout. The CTS staff will be available if you have problems or questions.

Here are some basic tips to use when opening a NetSupport Help Desk trouble ticket.

When you first log into NetSupport Help Desk you will be at the Welcome page. The main Menu is located on the left hand pane of the window. Here you can open new support tickets, view already opened tickets or update any of your personal preferences, such as change your password. The primary task will be opening new support request tickets. This can be accomplished via the main Menu on the left pane or via the "New Ticket" icon on the upper task bar. There are different "Problem Types" as well as several subcategories. These structures are not rigid, but please make a best effort when selecting the Problem Type and subcategory. Once the Problem Type has been identified, the next step will be to complete the Summary and Original Description fields. The Summary is just a brief description of the problem, such as; "Toner low" or "user account not working". The Description field should contain as much detail as available. For example; if you are low on printer Toner, please list the indications that Toner is low, such as poor print quality or a printer notification, as well as the printer model. These little details can save time and help expedite support. There is a Due Date field to select a date assistance is required by if needed for high priority issues. Once the description field is complete, simply click on "Submit this Ticket" on the bottom right of the window. This will send the ticket to the CTS Help Desk as well as an e-mail notifying us of the new ticket. The creator of the ticket will also receive an e-mail as verification that the request was properly submitted.

Your newly created ticket should be visible by clicking on Trouble Ticket ► "My Trouble Tickets" in the left hand Menu pane. This will allow you to review the ticket and any associated updates a technician may make. You will only be able to view tickets opened under your user account. If updates are made, the text can be viewed by clicking on the plus sign in the "Additional Information" section at the bottom of the ticket window. If you need to add any information to the ticket, you can also do so via "Additional Information". Simply click on the "Add" icon on the bottom right, and type in the information in the pop-up window, then click Save. This will again send an e-mail to the Assignee/technician of the ticket notifying them of the update. When you are finished using NetSupport Help Desk, click on "Logout" in the left hand Menu pane.

There are other NetSupport products that CTS will be deploying later this fall that provide faculty and staff with additional computing tools. The CTS office will release an announcement as well as training materials for those products when they are ready for production.

We highly encourage the use of this new Asset Management software (NetSupport Help Desk) as the primary means of requesting support from the CTS office. If you have any questions call CTS at 745-9738.