SOESD HelpDesk Requestor Self Service

Contents:

Login Page:

You Can log into HelpDesk Requestor Self Service by clicking on the My Work Orders Tab from your schools current HelpDesk Request Web Form.

After Signing up you will receive a confirmation email with a link to finish setting up your account and password. If at any time you forget your password a Forgot Password link is provided on the login screen for you to receive your password in your email.

Viewing Your Tickets:
You can view a list of all tickets that you are the requestor of. From this screen you can do searches for tickets or edit your Self Service settings with the My Settings area. Client on a Ticket to view its details, add comments, request closure of the ticket or upload files to it.

Submit Work Order	**My Work Orders**						
Global Search:	Type Here To Begin Searching					My Settings | Logout	

Ticket ID	Status	Requestor	Summary	Assigned To	Location	Opene	Update
20110127-7	In Queu	ben davol	test	UNASSIGNED	Butte Falls School E	01/27/2(	TODAY
20110127-5	Closed	Ben Davol	TEST	Ben Davol	SOESD Medford Of	01/27/2(	TODAY
20110126-6	Closed	Ben Davol	new helpdesk ticket feature upc	Ben Davol	SOESD Medford Of	01/26/2(	1 DAY
20101214-6	In Prog.	Ben Davol	December todos	Ben Davol	SOESD Medford Of	12/14/2(	20 DAY
20101122-8	In Prog.	Ben Davol	test	Test Tech	Butte Falls School E	11/22/2(	66 DAY
20101122-7	Closed	Ben Davol	TESTING EMAIL	Ben Davol, Malachi	Butte Falls School E	11/22/2(	65 DAY
20101122-7	Closed	Ben Davol	test	Ben Davol, Malachi	Butte Falls School E	11/22/2(	57 DAY
20100921-4	Closed	Ben Davol	TESTING WEBFORM EMAIL NOT	UNASSIGNED	HV Area Tech/App	09/21/2(	128 DAY
20100908-1	Closed	Ben Davol	TESTING: THIS IS A WEBFORM 1	UNASSIGNED	HV Area Tech/Distr	09/08/2(	140 DAY
20100907-3	Closed	Ben Davol, t	SECOND TEST QUEUE EMAIL	UNASSIGNED	HV Area Tech/Distr	09/07/2(	142 DAY
20100907-1	Closed	Ben Davol, t	TESTING QUEUE EMAIL FOR ISF	UNASSIGNED	HV Area Tech/Distr	09/07/2(	142 DAY
20100607-8	Closed	Ben Davol	new view ticket engine and tick	Ben Davol	SOESD Medford Of	06/07/2(	115 DAY
20100521-2	In Prog.	Ben Lawson	Ticket sum	Ben Davol	Ashland School Dis	05/21/2(	251 DAY
20100519-5	Closed	Ben Davol	TESTING EMAIL FROM HELPDES	Malachi Hall	HV Area Tech/	05/19/2(	253 DAY
20100126-5	Closed	Ben Davol	Please meet with Kathy McCollu	Ben Davol	SOESD Medford Of	01/26/2(	364 DAY
20091029-2	Closed	Ben Davol	Reset domain student account p	Ben Davol	SOESD Medford Of	10/29/2(	455 DAY
20091002-4	Closed	Ben Davol	Medford Staff Email Account	Beth Capsey	/	10/02/2(	436 DAY
20090911-8	Closed	Ben Davol	Please order mouse with back a	Stephanie Orndorff	SOESD Medford Of	09/11/2(	497 DAY

⏮ ◀ Page 1 of 1 ▶ ⏭ 50 ▾	Viewing Tickets 1 - 33 of 33

View A Ticket/Add a Comment/Request Closure:
note: some of the features listed below may not be available depending on your HelpDesk Administrators choice to enable them.

Tickets can be viewed to see an update of their status and any actions taken that technicians have entered on the ticket.
While viewing a ticket you can click on the Add a Comment button to append a comment to the ticket which is also emailed to assigned technicians or queue manager if a technician isn't assigned yet.

If for some reason you believe the tickets issue is resolved and you no longer need assistance you can click on the Request Closure button and add a reason why in the comment area. A notification will be sent to the assigned techs or queue manager to let them know they can close the ticket.

Files can be uploaded to tickets which technicians can then download or view. This can be helpful if you need to send files to the assigned technicians that are associated with the ticket. Depending on your internet speed it some uploads may take a long time to load so it is recommended that you keep your file uploads under 15mb in size.

Submit Work Order	My Work Orders	
<< Go Back To Ticket List		My Settings | Logout

Your comment will be emailed to the assigned technicians or queue manager

Comment:

Request That This Ticket Be Closed ☐
Attach File(s) to this comment

[Browse...]

[Submit Comment]

[Add a Comment] [Request Closure] [Submit Another Request] [Print A Courier Packing Slip]
[Print Ticket Details]

Incident # 20110127-78

Date Opened:	01/27/2011	**Priority:**	Low
Name:	ben davol	**Status:**	Opened
Email:	ben_davol@soesd.k12.or.us	**Opened By:**	ben davol
Organization:		**Opened On:**	01/27/2011
Primary Location:	Butte Falls School District		
Secondary Location:			
Project:			
Accessories Included:			

My Settings:
The my settings area allows you to update your personal and employee information, reset your Self Service password and set a preference of whether or not to be notified by email when your tickets are closed.

If you have any questions or issues with SOESD HelpDesk Self please feel free to contact SEOSD Computer Information Services at support@soesd.k12.or.us or 541-858-6730.