

SOESD HelpDesk Requestor Self Service

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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.

[Submit Work Order](#) [My Work Orders](#)



Welcome to SOESD HelpDesk Self Service

Signup

Please enter your email address and we will send you a link to activate your account

Email Address:


Type the above security code:

Login

Please login below with your email address and password

Email Address:

Password:

[Forgot Password](#)

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

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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.

The screenshot shows a web interface for a HelpDesk system. At the top, there are navigation tabs: "Submit Work Order" and "My Work Orders". Below the tabs, there are links for "<< Go Back To Ticket List" and "My Settings | Logout". A bold message states: "Your comment will be emailed to the assigned technicians or queue manager". Below this is a "Comment:" label and a large text input area. Underneath the input area is a checkbox labeled "Request That This Ticket Be Closed" and a label "Attach File(s) to this comment" with a text input field and a "Browse..." button. A "Submit Comment" button is located below the input area. At the bottom of the form, there are five buttons: "Add a Comment", "Request Closure", "Submit Another Request", "Print A Courier Packing Slip", and "Print Ticket Details". Below the buttons is a section titled "Incident # 20110127-78" containing a table of ticket details.

| Incident # 20110127-78 | | |
|------------------------------|--|------------------------------|
| Date Opened: | 01/27/2011 | Priority: Low |
| Name: | ben daval | Status: Opened |
| Email: | ben_daval@soesd.k12.or.us | Opened By: ben daval |
| Organization: | Butte Falls School District | Opened On: 01/27/2011 |
| Primary Location: | | |
| 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.

The screenshot shows a web application interface with a navigation bar at the top containing 'Submit Work Order' and 'My Work Orders'. Below the navigation bar is a 'Global Search' field with the placeholder text 'Type Here To Begin Searching'. To the right of the search field are links for 'My Settings' and 'Logout'. The main content area displays a table of tickets with columns for Ticket ID, Status, Requestor, Summary, Assigned To, Location, Opened, and Update. A modal dialog box titled 'My Self Service Settings' is open in the foreground, containing the following fields and options:

| Field | Value |
|--|-------------------------------------|
| First Name: | Ben |
| Last Name: | Davol |
| Job Position: | Software Developer |
| Phone #: | 5418586730 |
| Password: | |
| Confirm Password: | |
| Notify me by email whenever a ticket is closed that I'm a requester of | <input checked="" type="checkbox"/> |

Buttons: Cancel, Save Settings

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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.