

# Help Desk Cheatsheet

## WHERE TO FIND HELP DESK

<http://trac.agilemind.com/helpdesk>

## LOGIN

If you are not logged into Help Desk, many features will not be available to you. If Help Desk looks “funny” or you don’t see links that you used to see, check to make sure that you are logged in. If you are not logged in, you will see the red Login link; if you are already logged in, you will see a “logged in as username” message and Logout link instead of the Login link.

To login, click the red Login link in the upper right corner of the Help Desk window. Enter your user name and password and click the **Login** button.

Login

Need a password? Content Support Services and Dallas Weber.

## VIEW TICKETS

Need to see open issues? Want to look at your issues? Just view tickets and select a report.

1. Go to the Help Desk URL in your browser. If you are not logged in, log in.
2. Click the **View Tickets** button:  

3. A list of available reports will be displayed. To view a list of all open issues, select the first report: **Active Tickets**. To view just your issues, select the **My Tickets** report.
4. When you select a report, Help Desk displays a brief list of tickets. Sort the report by clicking on any column header. Click either the Ticket number or Summary description to view that ticket in its entirety.

## ADD A NEW TICKET

Use Help Desk to report issues with Content (including Biology) and/or TNG issues. Do NOT use Help Desk for reporting Classic issues.

1. Go to the Help Desk URL in your browser. If you are not logged in, log in.
2. Click the **New Ticket** button.
3. Complete the new ticket by adding the following information: **Summary, Description, Type, Priority, Group Supporter, District:School, State, Call Time, Method Used to Report Issue**, and **Browser**.
4. You can assign the ticket to someone if you know who the appropriate person is; otherwise, the ticket will be automatically assigned to Dallas Weber and he will reassign the ticket appropriately.
5. If you have files to attach to the ticket (such as a screenshot), check the **I have files to attach to this ticket** checkbox. You will be prompted to upload your files.
6. Click the **Create Ticket** button.

## UPDATE A TICKET

Help Desk tracks all changes made to the ticket and then displays those changes in the Change History section of the ticket.

1. Go to the ticket you want to update. If you received an email, you can click the link in the email. You can also type a URL directly into your browser’s Address bar, or you can update a ticket you found using the **View Tickets** button.
2. Add a new comment by typing directly in the **Comment** field.
3. Change basic information about the ticket (such as the ticket type, adding or removing yourself as a CC, group supporter, priority, etc.) using the drop-down lists and fill-in-the-blank fields in the **Change Properties** section of the ticket.
4. The **Action** section is where you accept a ticket that is assigned to you, reassign a ticket, submit a ticket for follow-up, and resolve fixed tickets.