

Questions regarding The WWSD Help Desk.

How to login to WWSD Help Desk

When logging into help desk please use wwsd\your username and password.

This is the same user name and password you use to login to the computers in the district.

Look at the image below to see an example of this.

The image shows a screenshot of the WWSD Help Desk login page. On the left is the Western Wayne School District logo, which features a paw print and the text 'WESTERNWAYNE SCHOOL DISTRICT WILDCATS'. The main heading is 'Welcome to the WWSD Help Desk'. Below this is a red note: 'Note: Please login using wwsd\username'. There are two input fields: 'User name:' containing 'wwsd\ttesty' and 'Password:' containing four dots. A 'Log in' button is below the password field. A red note below the button reads: '*Please restart your computer and check all cables before submitting an incident in help desk. This will fix majority of computer issues.' Below this is a section titled 'Have the following information ready to enter into your incident description.' followed by a numbered list of four items: 1. Building name and classroom number where the problem is located. 2. Computer name ex. (HS100-01) 3. Model name and number ex. (Dell Optiplex 745) 4. Detailed description of the problem you are having.

wwsd\ your login name your password

Welcome to the WWSD Help Desk

Note: Please login using wwsd\username

User name:

Password:

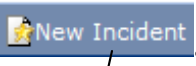
***Please restart your computer and check all cables before submitting an incident in help desk. This will fix majority of computer issues.**

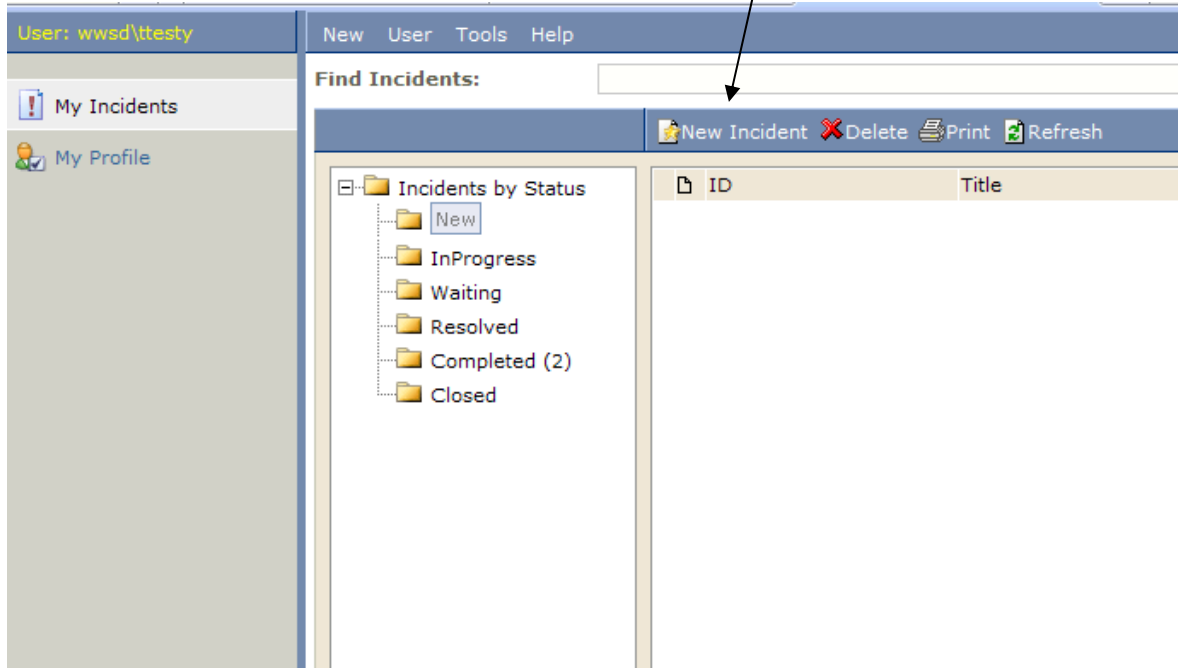
Have the following information ready to enter into your incident description.

1. Building name and classroom number where the problem is located.
2. Computer name ex. (HS100-01)
3. Model name and number ex. (Dell Optiplex 745)
4. Detailed description of the problem you are having.

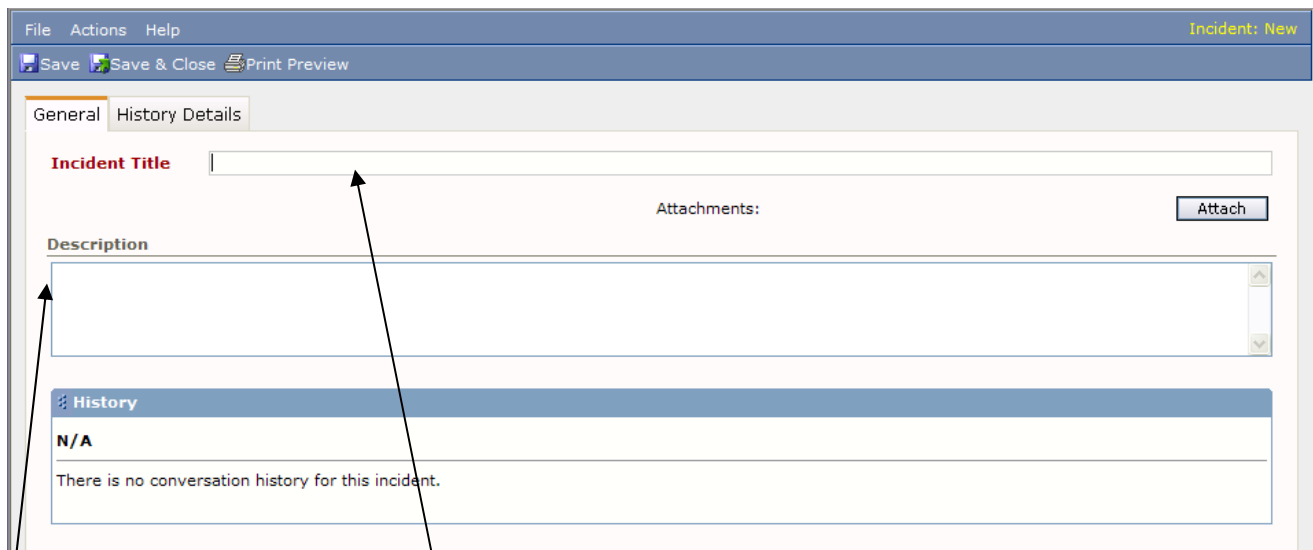
You will notice that when you get to the Help Desk page wwsd\ is already typed into the user name for you. Add your user name after the wwsd\.

How to use WWS Help Desk

To create a new help desk incident you need to click on .



After clicking on the New Incident button the page below will come up.



This is where we ask you to put in as much detailed information as possible about the problem you are having. Think of this as an email, the **Incident Title** would be the subject line of your email and the **Description** would be the body of your email.

If you reference back to the help desk login screen you will be able to find out what type of information we are looking for.

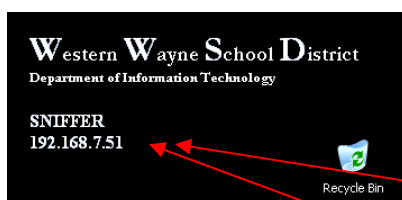
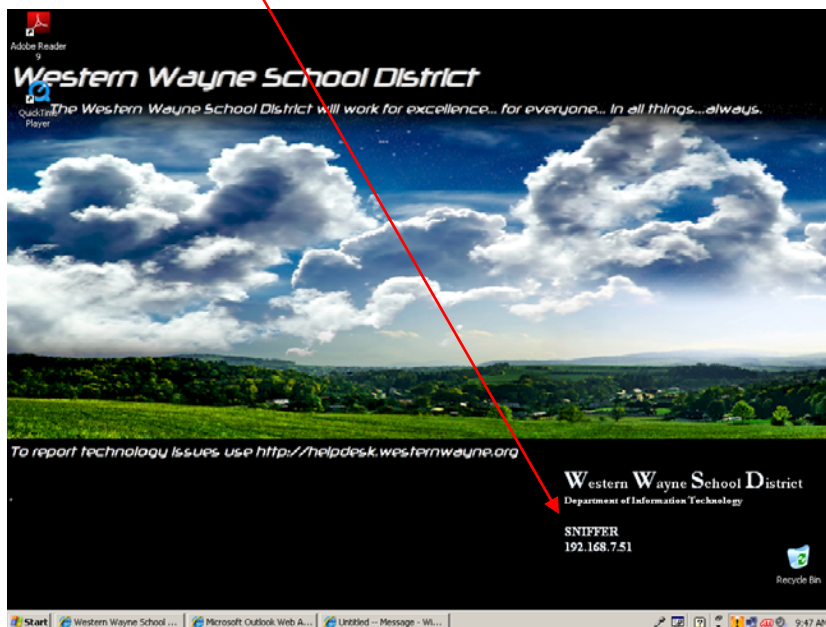
***Please restart your computer and check all cables before submitting an incident in help desk. This will fix majority of computer issues.**

Have the following information ready to enter into your incident description.

1. Building name and classroom number where the problem is located.
2. Computer name ex. (HS100-01)
3. Model name and number ex. (Dell Optiplex 745)
4. Detailed description of the problem you are having.

How to find the name of a computer

The computer name is located in two places on your computer. On the bottom right hand corner of your windows desktop.



The name of this computer is SNIFFER and its IP Address is 192.168.7.51

The second place where you can find the name of a computer is at the login screen of the computer. This will come in handy if you are unable to login to a computer and need to inform the IT Department on the name of the computer.



By clicking on the down arrow you will see a name which is the name of the computer you are at. In this case TESTCLIENT-01 (this computer). The name of this computer is TESTCLIENT-01

How to find the model name and number of a computer

The model name and number is located somewhere on the face plate of your computer tower. For laptops you may have to lift the laptop screen to find the model name and number.

Here are a few example of where the model name and number is found on our district computers.



Dell Optiplex GX110



Dell Optiplex GX270

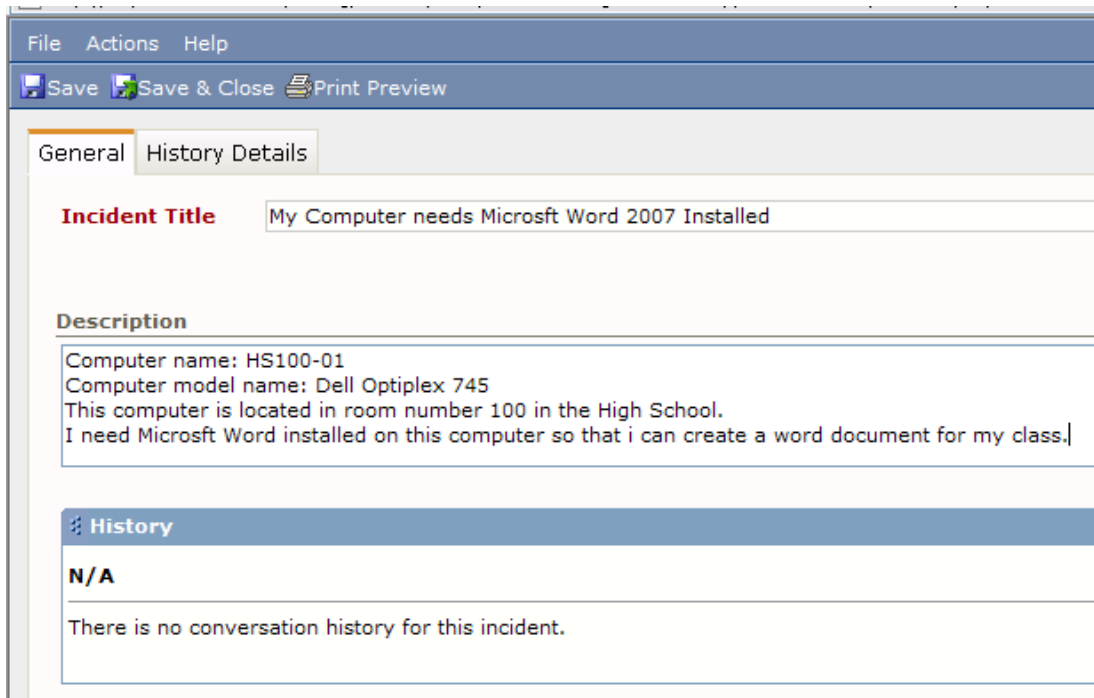


Dell Optiplex 745

Please note that we have many different model numbers in the district. Please do not use one of the above names just because your computer looks like it. Many computers look exactly the same but have different interior parts.

Creating and Submitting a new incident in the WWSD Help Desk

Bellow you will see the same window from before. This is the window that comes up after clicking on create incident.



The screenshot shows a web application window with a menu bar (File, Actions, Help) and a toolbar (Save, Save & Close, Print Preview). The main content area has two tabs: 'General' (selected) and 'History Details'. Under the 'General' tab, there is an 'Incident Title' field containing the text 'My Computer needs Microsoft Word 2007 Installed'. Below this is a 'Description' field containing the text: 'Computer name: HS100-01', 'Computer model name: Dell Optiplex 745', 'This computer is located in room number 100 in the High School.', and 'I need Microsoft Word installed on this computer so that i can create a word document for my class.'. At the bottom, there is a 'History' section with a blue header and the text 'N/A' and 'There is no conversation history for this incident.'

As you can see in the Incident Title I typed **My Computer needs Microsoft Word 2007 installed.**

In the Description I typed all the details we are looking for in order to get you back up and running in the shortest amount of time.

Computer name: HS100-01

Computer model name: Dell Optiplex 745

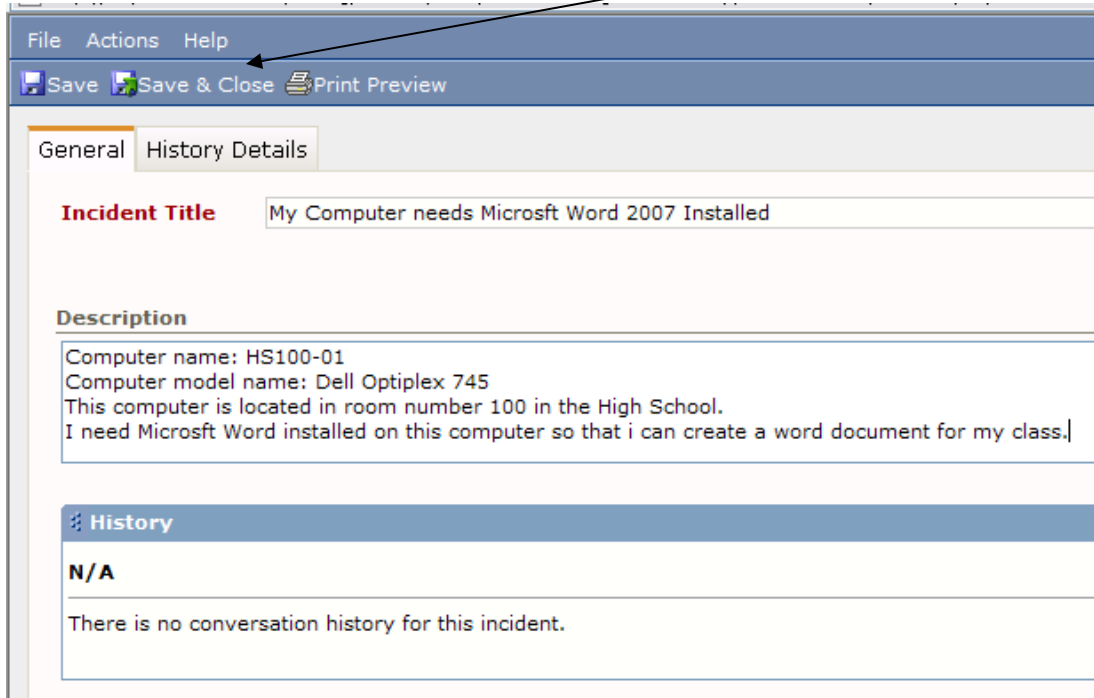
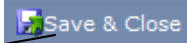
This computer is located in room number 100 in the High School.

I need Microsoft Word installed on this computer so that I can create a word document for my class.

Please use specifics when writing your details in. For example Instead of saying I need My computer fixed. Say something like; my computer was working fine on Friday when I left for the day. When I came in on Monday the computer would not startup. Time frames can help us determine if an issue was cause because of an update that went out over the weekend or due to a power outage that may have occurred over night. The most common one is; I need software installed on my computer. Please inform us exactly what software you need installed.

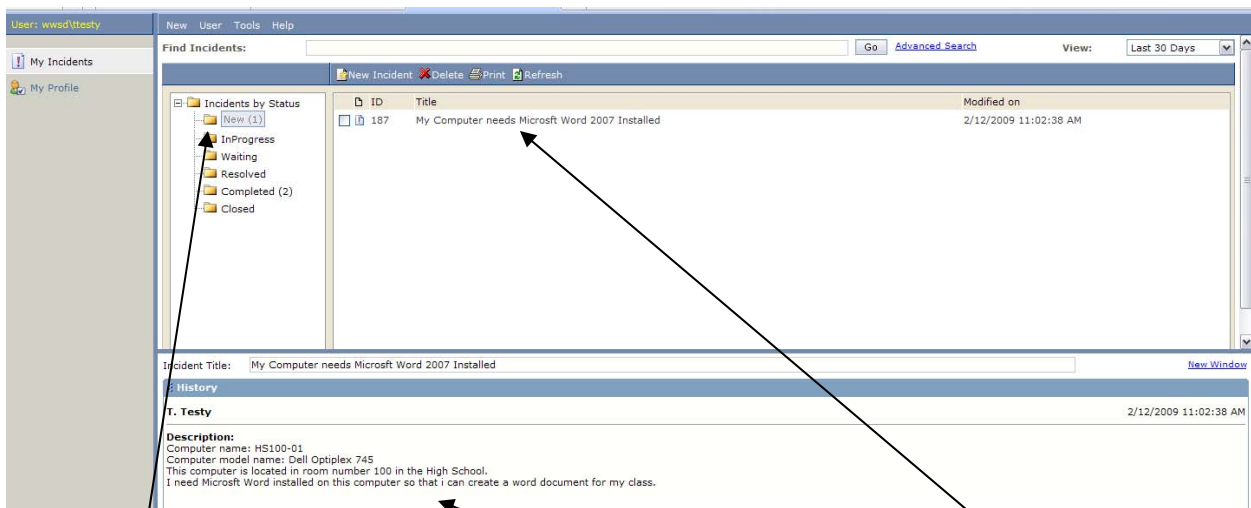
How to send my WWSO Help Desk incident

After you have all of the required information in your help desk incident. Click on the button.



The screenshot shows a web application interface for creating an incident. At the top is a menu bar with "File", "Actions", and "Help". Below it is a toolbar with "Save", "Save & Close", and "Print Preview". The main content area has two tabs: "General" (selected) and "History Details". Under "General", there is a field for "Incident Title" containing "My Computer needs Microsoft Word 2007 Installed". Below that is a "Description" field containing: "Computer name: HS100-01", "Computer model name: Dell Optiplex 745", "This computer is located in room number 100 in the High School.", and "I need Microsoft Word installed on this computer so that i can create a word document for my class.". At the bottom, there is a "History" section with the text "N/A" and "There is no conversation history for this incident."

This will Save your incident and automatically send you a receipt of your incident to your Western Wayne email. The page will also close and you will see your incident page has been updated.



The screenshot shows a web application interface for viewing incidents. At the top is a menu bar with "New", "User", "Tools", and "Help". Below it is a search bar "Find Incidents:" with a "Go" button and "Advanced Search" link. The main content area has a "New Incident" button and a table of incidents. The table has columns for "ID", "Title", and "Modified on". The table contains one row with ID "187" and Title "My Computer needs Microsoft Word 2007 Installed". To the left of the table is a tree view for "Incidents by Status" with folders for "New (1)", "InProgress", "Waiting", "Resolved", "Completed (2)", and "Closed". Below the table is a "History" section with the text "T. Testy" and "2/12/2009 11:02:38 AM". Below that is a "Description" field containing: "Computer name: HS100-01", "Computer model name: Dell Optiplex 745", "This computer is located in room number 100 in the High School.", and "I need Microsoft Word installed on this computer so that i can create a word document for my class.".

In the New incident folder you will see that you will see all the details on your newly created incident.

On this page you will also notice that you have a few folders. New, InProgress, Waiting, Resolved, Completed, and Closed.

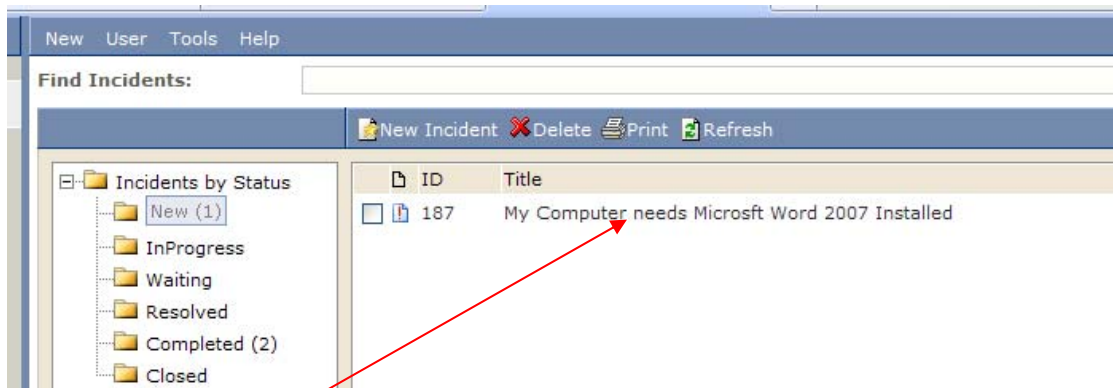
Once one of the IT staff takes your incident you will receive another receipt email informing you of who is working on your incident and If it is now InProgress, Waiting etc...

We will also give you information on what we are doing to resolve this incident or what we did to resolve it. We will keep you informed on what is going on with your incident.

Very Important:

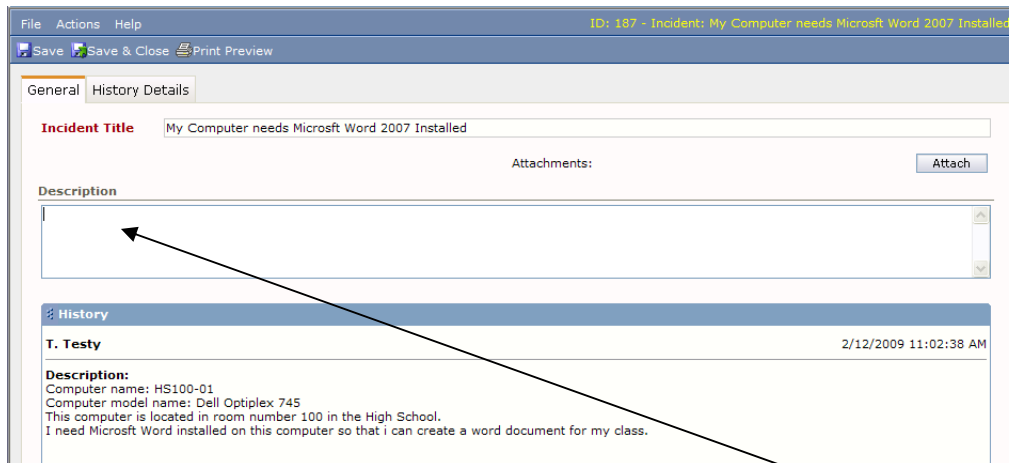
It is important for you to check and read these help desk receipt emails. We may need to ask you some further questions about your incident which will require you to write back to us.

In order to write back to us you will have to log back into the WWSD Help Desk. Find your incident that requires more information and double click on that incident with your left mouse button.




Double Click here.

This will open up your incident to add more information for us.

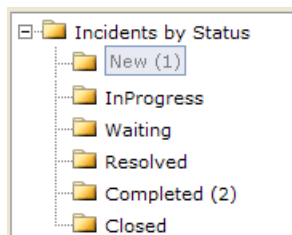


Type the new information requested by the IT department into the Description Box

After you have added the new information click on the  button to save “UPDATE” and close the window.

PLEASE DO NOT OPEN A NEW INCIDENT WHEN ADDING NEW INFORMATION ABOUT AN EXISTING INCIDENT.

Once logged into help desk the main page will keep you informed on the status of all your incidents.



Please use the WWSD Help Desk to report all technical problems in the District. The IT Department will be using help desk to resolve all district technology issues.