

Track-It!®

Grambling State University Help Desk

 Home |  Solutions |  Work Orders |  Workstations |  User Account

The Help Desk Management System

Self-Service

Offered by
the Computer Information Center
Grambling State University
Grambling, Louisiana

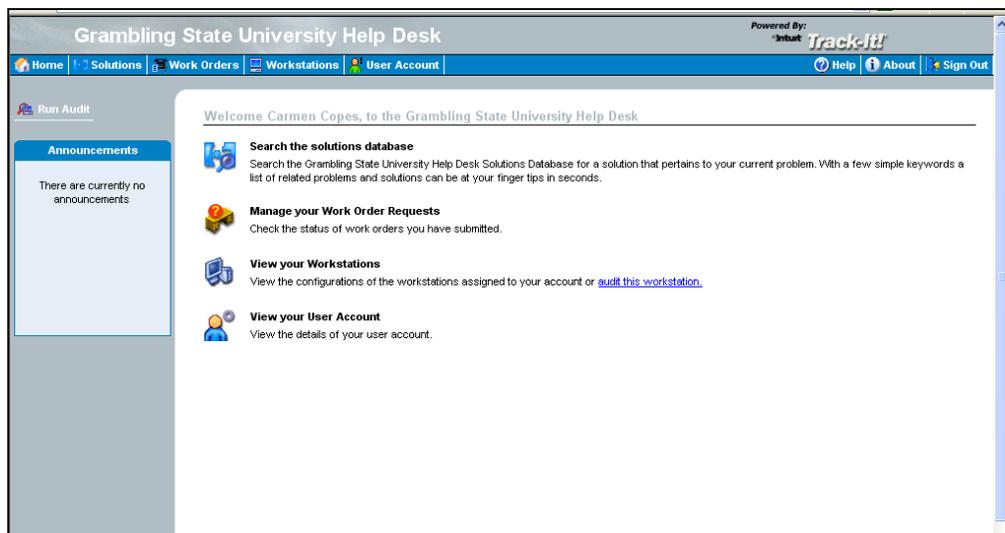
Track-It 6.5 Self-Service

Track-It 6.5 is a help desk management system that allows end-users to search for solutions for technical problems or submit on-line requests for specific services (work orders). Once a work order is submitted, Track-It also allows you to track the status of your work order.

Each work order is assigned a number making it easy to track. Depending on the nature of the request, work orders are assigned to a specific technician or go to a queue – either general (Help Desk) or specific (Telecommunications, Networking, Security). However, before a work order is submitted, the end-user is encouraged to search the **Knowledge Database** for a possible solution.

Beginning in July, any and all requests relative to the Information Resource Center should be logged through the Track-It system. Whether your request relates to telephone services or repair, email problems, computer problems, Banner problems, password resets, etc., **all** should be reported using Track-It. By using a web interface (Internet Explorer or Netscape Navigator), everyone has access to the system.

To begin, make sure that you log onto the network using **your** User ID and Password. Banner1 should be the Domain. (Press Ctrl+Alt+Del, if necessary, to log off the current user.) This information should be the same as when you are logging onto the network each morning to begin your daily activities. To start Track-It, double-click the Internet Explorer icon. In the URL address box, type: <http://gsutrackit/tiweb65/selfservice>, the link to the Self Service Help Desk. For quick and easy reference, you will want to add this link to your Favorites list.



Welcome to the Grambling State University Help Desk! Notice that you are automatically logged in based on how you logged onto the network. This is where you will view and enter your work orders.

First of all, if your problem is basically a question, remember to search the Knowledge Database for a possible solution. Undoubtedly, someone has already asked your question and the solution can probably be found in the database. This method of problem solving saves time for both you and the IRC staff (technicians).

For example, you need to add additional privileges to your Banner account. Simply click the **“Search the solutions database”** link and type, **“What do I need to do to add more privileges to my Banner account?”** Click the **Ask** button and...

Ask your question here

Enter one or more questions to search the solutions database. Click on the "Ask" button to begin the search.

Advanced Select Advanced for more search options.

Ask
Suggestions
New Request

Title	Topic	Score
Banner User Request Form - needs additional privileges If you already have a Banner account, simply submit another Banner User Request Form with only your signature and the signature of your supervisor. Indicate the form(s) to which y... More...	/Approved/Banner	90.4%
Banner Account -- how to get one Complete the Banner User Request Form (with proper signatures) and return it to the Information Resource Center. The Security Administrator will create your administrative Banner ... More...	/Approved/Banner	52.9%

Several possible solutions are listed. Choose the option that best responds to your question. Feel free to click the **More...** button for a complete response. You can type in a whole sentence (to be more specific) or simply one word. Delete the current text and type the word **“Banner.”** Several possible solutions are listed. Try several other questions or keywords (password reset, PIN number, printing, etc.).

If the Knowledge Database does not provide a solution to your problem, you should click the **New Request** button to create a work order.

Ask your question here

Enter one or more questions to search the solutions database. Click on the "Ask" button to begin the search.

Advanced Select Advanced for more search options.

Ask
Suggestions
New Request

The **New Request** box is the initial step in creating a work order. Be sure to input your contact information, the type of problem, date due, and a detailed description of the problem. Depending on the “type” of request selected, you may get additional options which helps direct your request to the right technician. Select **OK** to submit it.

New Request		
Summary	printing	Short Description of your request
Requestor	Carmen Copes	Name of person making the request
Call-back number:		Phone # of person making the request
Alt. E-mail Address	copescc@gram.edu	E-Mail Address of person making the request.
Alt. Department		Department of person making the request
Location	Information Resource Center	Location of person making the request
Type		Type of request
Priority		Priority of request
Date Due	<input type="radio"/> ASAP <input type="radio"/> Due Date <input type="text"/>	Requested Completion Date
Description		Details of your request
<input type="button" value="OK"/> <input type="button" value="Cancel"/>		

Once submitted, you are given a reference number for your work order. Select **OK**. To check the status of your work order at a later time, click the **Work Orders** button. A summary of the work order just submitted is shown.

Grambling State University Help Desk

[Home](#)
[Solutions](#)
[Work Orders](#)
[Workstations](#)
[User Account](#)

[Run Audit](#)

Announcements

There are currently no announcements

Your Work Order Requests

[Search for a solution](#)

Open Work Orders [Closed](#) [ALL](#)

Work Order No.	Summary	Status
176	printing Date Entered: 6/14/2005 4:24 PM	

[Search for a solution](#)

Make this page my default view

Upon completion of the task, the technician will notified you (via email) that your work order has been completed.

The **Open Work Orders**, **Closed**, or **All** buttons list all work orders that you have submitted and their status. It also shows the name of the technician who has completed the project.

The screenshot shows the 'Grambling State University Help Desk' interface. At the top, there are navigation tabs for Home, Solutions, Work Orders, Workstations, and User Account. Below this, there's a 'Run Audit' button and an 'Announcements' section stating 'There are currently no announcements'. The main content area is titled 'Your Work Order Requests' and includes a search bar. Below the search bar are three tabs: 'Open Work Orders', 'Closed', and 'ALL'. The 'Open Work Orders' tab is selected, displaying a table with columns for 'Work Order No.', 'Summary', and 'Status'. The table lists five work orders, all of which are marked as 'Completed'.

Work Order No.	Summary	Status
176	printing Date Entered: 6/14/2005 4:24 PM	
137	password Date Entered: 6/10/2005 11:46 AM	Completed Technician Assigned: Gary Jackson
108	Banner Web Date Entered: 6/3/2005 10:49 AM	Completed Technician Assigned: Carmen Copes
107	printer will not print Date Entered: 6/2/2005 2:57 PM	Completed Technician Assigned: .G Help Desk
51	order new phones Date Entered: 5/12/2005 2:56 PM	Completed Technician Assigned: Dugay Wonders

Clicking the reference number of a completed work order gives a brief summary of the work order and its solution.

The screenshot shows a detailed view of work order number 107. It includes fields for Work Order No., Summary, Type, Subtype, Category, Requestor, Date Entered, Priority, Date Due, Technician Assigned, Date Assigned, and Completed Date. The Description field contains a timestamped log entry and a cause statement. The Solution field provides a list of steps to identify and solve the problem.

Work Order No.: 107
 Summary: printer will not print
 Type: Hardware (PC, printer, etc.)
 Subtype: Printer
 Category:
 Requestor: Carmen Copes
 Date Entered: 6/2/2005 2:57 PM
 Priority: 4 - Low
 Date Due: 6/9/2005 2:57 PM
 Technician Assigned: .G Help Desk
 Date Assigned: 6/2/2005 3:03 PM
 Completed Date: 6/3/2005 10:45 AM

Description: 6/3/2005 10:44:50 AM (GMT-5:00) Central Standard Time, Logged by: Carmen Copes -
 A printer connected to a computer does not print.
 Cause: A problem might exist with the physical printer, the print driver, a print server, or the application you are trying to print from.

Solution: Try the following steps to identify and solve the problem.

- Verify the physical printer is in ready state, and that the correct default printer is set.
- Try to print a test page.
- Try printing from the command line (on non-PostScript printers only). Type Dir > LPT1 at the command prompt.
- Try printing from Notepad. This verifies that the printer driver is correct, and confirms that the problem lies with the application. If you cannot print from Notepad, the problem lies with the printer driver.
- Check the available disk space on the system drive. If there is not enough room to spool the job, larger jobs might fail where smaller jobs do not.

Requested Date: 06/03/05

Resolution: 6/3/2005 10:45:32 AM (GMT-5:00) Central Standard Time, Logged by: Carmen Copes -
 A printer connected to a computer does not print.
 Cause: A problem might exist with the physical printer, the print driver, a print server, or the application you are trying to print from.

Solution: Try the following steps to identify and solve the problem.

- Verify the physical printer is in ready state, and that the correct default printer is set.

Viewing Workstation Information

Select the **Workstations** link from the menu bar to get a detailed view of the information on the current computer. This information includes user name, department information, phone numbers, and hardware and software details.

User Account

Selecting **User Account** from the menu bar easily retrieves basic information about the user.



Selecting **Home** from the menu bar takes you back to the main menu. Clicking **Solutions** takes you back to the window where you can ask for a possible solution from the Knowledge Database or begin a new work order.

Help

Click the **Help** icon at any time to get more information about the Track-It system. You can search the on-line documentation, Index, Glossary, or do a general content search.

