

# Technology Help Desk System

<https://fjuhsd.grouplink.com>

## Overview

The online service request system (Grouplink Everywhere Helpdesk) has been implemented to handle service requests for technology related issues. The following is a step by step guide that will cover the basic functions of the system.

### **Currently the system is configured to handle technology related problems and tasks:**

- Issues related to computer hardware, computer peripherals, and computer software, including printers and AV equipment
- Issues related to the phone system.
- Issues related to data processing, including Aeries, ABI, request for reports, or requests for special data
- Issues related to Special Systems such as, IlluminteED, MealsPlus (Food services POS), SEIS, and Blackboard
- Issues related to school and District websites.
- **At some sites Custodial Issues:** Issues related to any service provided by the Custodial and Grounds Team.

Requests are made through the creation of “tickets” through a web interface. These tickets are then sent to the appropriate service staff members to service the request. Throughout the process the person who submitted the ticket will receive emails notifications detailing the progress of the request, including a notification when the ticket has been completed.

This user guide is a step-by-step guide that covers the basic functions of the Grouplink service request system. For more information, please contact your local site technician or assistant principal of instruction and operations.

### **The Basics**

1. Logging into the system
2. My interface
3. Creating a ticket (service request)
4. Managing your tickets
  - a) Add a comment to, cancel, print a ticket
  - b) View ticket history
5. E-mail notifications

# 1. Logging into the System

Open a web browser. On the URL line type <https://fjuhsd.grouplink.org>, the following screen will appear:

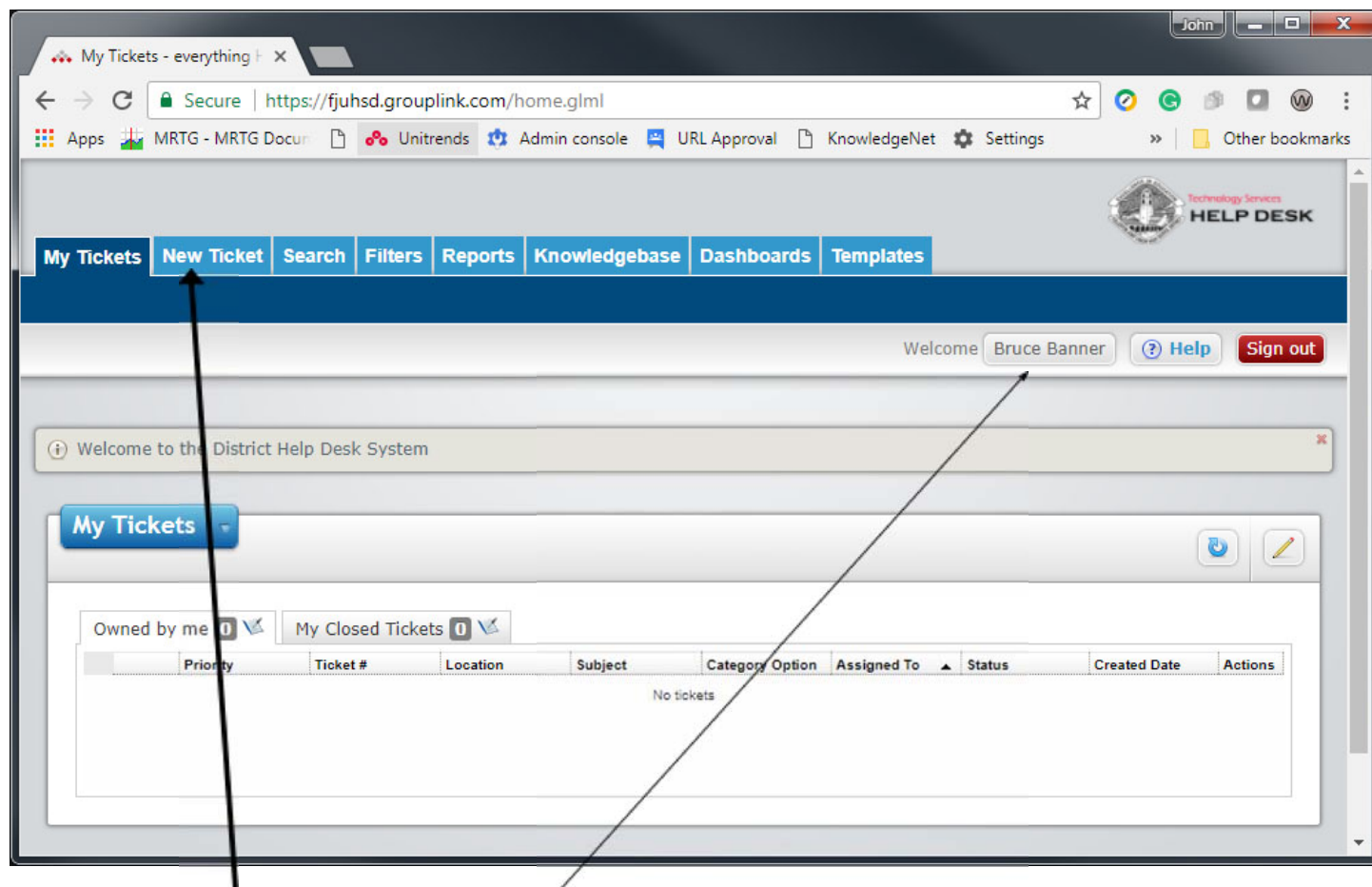


The screenshot shows a login interface for the GroupLink HELP DESK. At the top center is a logo featuring a shield with a book and a torch, with the text "Technology Services" and "HELP DESK" to its right. Below the logo are three input fields: "Login Id", "Password", and "Language". The "Language" field is a dropdown menu currently showing "English (United States)". To the right of these fields is a blue "Login" button. At the bottom of the form, there is a copyright notice: "Copyright © GroupLink 2013. All rights reserved. Help Desk & Incident Management - Cloud Hosted, On-Premise or Free Trial - www.GroupLink.com".

Enter your “**Log ID**” and “**Password**”. Use your District email account information here without using the @fjuhsd.net; e.g.: [test2@fjuhsd.net](mailto:test2@fjuhsd.net) is the e-mail account name, as in the example, use only the user name – test2, and not the @fjuhsd.net. The password to use is the same as your e-mail account, which is also the same as the network logon password; the network logon is what you use to logon to your computer each day.

## 2. My Interface

Once you have successfully signed in you will see the main interface page. This is your interface to the Grouplink service request system.



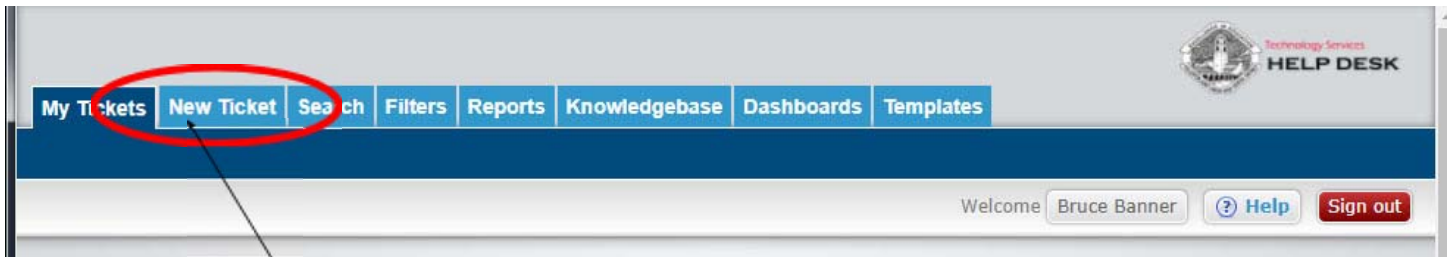
Click **"New Ticket"**  
To submit a new  
service request.

Click **"[Your Name]"**  
to change your account  
information, including  
your primary location.

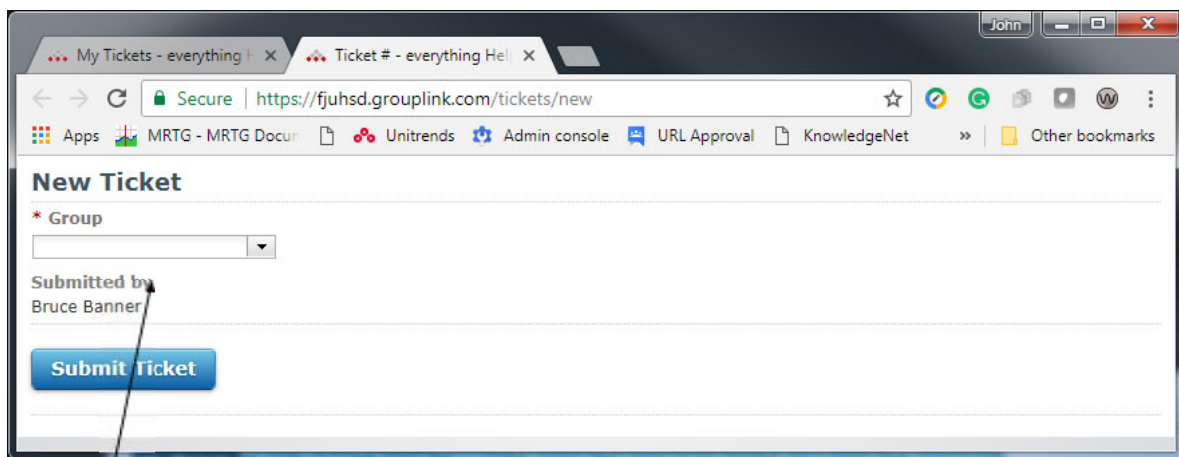
This is the list of all your service requests. Please  
note the ticket number. Each request is assigned a  
unique ticket number.

### 3. Creating a Ticket

Now that you have successfully signed in, the following eight steps will walk you through creating a new ticket (service request).



1. Click on “**New Ticket**” to begin the process. The form will open a new tab in your browser.



2. Select “**Group**” from the drop down menu. Select the ticket group that best describes the type of service being requested. There are three groups for technology related issues and a group for each of the campus custodial departments.
  - Technology (onsite) - general technology issues
  - District Systems (Aeries, Blackboard, MealsPlus, Alexandria, SEIS, Illuminate) - issues with programs and services that are provided District-wide
  - Telephones - issues with desktop and cell phones
  - SITE Custodial - requests for the campus custodial department

Ticket # - everything Hel X

Secure | <https://fjuhsd.grouplink.com/tickets/new?groupId=1&contactId=5>

Apps MRTG - MRTG Docu Unitrends Admin console URL Approval KnowledgeNet Other bookmarks

## New Ticket

Notify

\* Group  
BPHS Technology

**Submit Ticket**

▼ Contact Information

* Contact	Banner, Bruce (hulk)	Email	capta@fjuhsd.org
Phone	(None)	Address	(None)
* Location	BPHS		

▼ Ticket Info

Category	BP1 Technology Issues	* Priority	Low
Category Option	A. Computer Hardware Iss	* Status	Assigned
* Assignment	Ticket Pool (BPHS Technol	Resolution	Unresolved

▼ Description

\* Subject

CC

BC

Note

▼ Attachments

Choose File No file chosen

▼ History Comments

No comments

3. Location - The location field will default to site indicated in your employment record as the site where you are paid. The location can be changed to request help at another District location.

4. Select “**Category**” from the drop down menu. Each category is preceded by a three digit code that helps organize the list. Select the category that best describes the type of service you need.
- a. Technology Issues such as, computers hardware issues, printers, audio/video equipment, data network issues, e-mail issues, and software issues.
  - b. Phone Issues such as, telephone adds/moves/changes, fax issues, voice mail issues, and cell phone issues.
  - c. Data Processing Issues such as, Aeries or ABI issues, special report requests, and special data requests.
  - d. Special Systems Issues such as, Illuminate issues, TeleParent issues, POS/School House Food Services issues, SEIS issues, and EIS issues.
  - e. School Website issues, problems or questions about your school’s website.
  - f. **At some sites Custodial Issues:** Issues related to any service provided by the Custodial and Grounds Team.

**New Ticket** Notify

\* Group  
BPHS Technology

**Submit Ticket**

▼ Contact Information

\* Contact: Banner, Bruce (hulk) | Email: capta@fjuhsd.org  
 Phone: (None) | Address: (None)  
 \* Location: BPHS

▼ Ticket Info

Category: BPI Technology Issues | \* Priority: Low  
 Category Option: A. Computer Hardware Iss | \* Status: Assigned  
 \* Assignment: Ticket Pool (BPHS Technol) | Resolution: Unresolved

▼ Description

\* Subject:   
 CC:   
 BC:   
 Note:

▼ Attachments

No file chosen

▼ History Comments

No comments

5. Select “**Category Option**” from the drop down menu. Select the subcategory that best describes the type of service you need. *(The items in your “Category Option” may not be exactly as they appear here.)*

**NOTE:** If you request help for telephone, you will be require to enter the extension or cell number in the appropriate field.

**New Ticket**

Group: BPHS Technology

**Submit Ticket**

**Contact Information**

Contact: Banner, Bruce (hulk) Email: capta@fjuhsd.org  
 Phone: (None) Address: (None)  
 Location: BPHS

**Ticket Info**

Category: BP1 Technology Issues Priority: Low  
 Category Option: A. Computer Hardware Iss Status: Assigned  
 Assignment: Ticket Pool (BPHS Technol Resolution: Unresolved

**Description**

Subject:   
 CC:   
 BC:   
 Note:

**Attachments**

Choose File No file chosen

**History Comments**

No comments

- Enter a short description of the problem in the “**Subject**” field, . *Optional:* Additional details can be entered in the “**Notes**” field and a file could be attached.

**New Ticket**

Group: BPHS Technology

**Submit Ticket**

**Contact Information**

Contact: Banner, Bruce (hulk) Email: capta@fjuhsd.org  
 Phone: (None) Address: (None)  
 Location: BPHS

**Ticket Info**

Category: BP1 Technology Issues Priority: Low  
 Category Option: A. Computer Hardware Iss Status: Assigned  
 Assignment: Ticket Pool (BPHS Technol Resolution: Unresolved

**Description**

Subject:   
 CC:   
 BC:   
 Note:

**Attachments**

Choose File No file chosen

**History Comments**

No comments

- Click on the “**Submit Ticket**” button when the ticket is complete



8. When the process is complete you the page will reload and you will be brought to the “**Edit Ticket**” screen. From here you can review the ticket, make any necessary changes, or even attach a document that you feel may be helpful in completing your service request such as a screen print of an error message.

Help Desk & Incident Management - Ticket # 9 - everything

Secure | https://fjuhsd.grouplink.com/home/gml

Apps | MRTG - MRTG Docu | Unitrends | Admin console | URL Approval | KnowledgeNet | Settings | Other bookmarks

### Edit Ticket 9

Group: Technology (onsite) | Created: Jun 26, 2017 8:05:20 AM | Modified: Jun 26, 2017 8:05:20 AM

[Save Changes](#) [Add comment](#) [PDF](#)

SAVE SUCCESSFUL

**Contact Information**

Contact: Banner, Bruce (hulk) | Email: capta@fjuhsd.org  
Phone: (None) | Address: (None)  
Location: DIST | Telephone Extension: (None)

**Ticket Info**

Category: T1 Technology Issues | Priority: Low  
Category Option: Z. Other Technology Issue | Status: Not Assigned  
Assignment: Ticket Pool (Technology (onsite)) | Resolution: Unresolved

**Description**

Subject: Test  
CC:  
BC:

When you are finished with all your changes or if you do not have any changes close the ticket tab. A new service request ticket will appear in your “**My Tickets**” Queue.

My Tickets - everything

Secure | https://fjuhsd.grouplink.com/home/gml

Apps | MRTG - MRTG Docu | Unitrends | Admin console | URL Approval | Other bookmarks

Technology Services  
**HELP DESK**

[My Tickets](#) [New Ticket](#) [Search](#) [Filters](#) [Reports](#) [Knowledgebase](#) [Dashboards](#) [Templates](#)

Welcome Bruce Banner [Help](#) [Sign out](#)

Welcome to the District Help Desk System

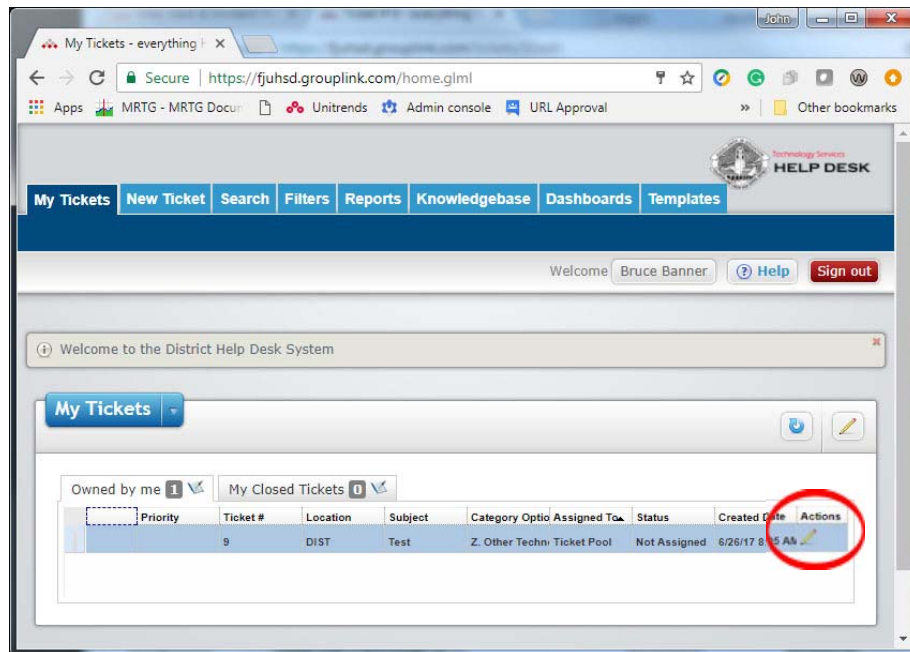
**My Tickets**

Owned by me 1 | My Closed Tickets 0

Priority	Ticket #	Location	Subject	Category Optio	Assigned To	Status	Created Date	Actions
		DIST	Test	Z. Other Techn- Ticket Pool		Not Assigned	6/26/17 8:05 AM	

## 4. Managing tickets

When you log into the Grouplink Helpdesk you are automatically brought to the main interface page known as your “Ticket Queue”. You will see a list of all the active tickets that you have created. You may also see tickets that your site technician or other service staff members have created for you.



To manage a ticket, click on the pencil icon in the Actions column on the right. The ticket will open in a new tab and From this page you can:

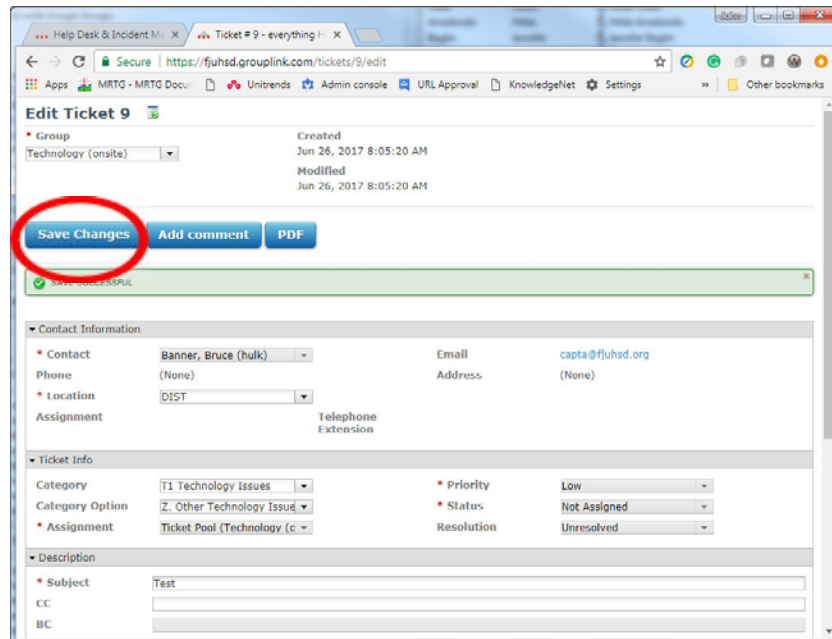
- Edit a ticket.
- Add a comment to a ticket (**Add Comment**)
- Cancel/withdraw a ticket.
- Print a hard copy of a ticket (**Print Ticket**)

## 4a) Cancel, Print, or Edit a Ticket

To edit, cancel or print a ticket you must first select the ticket by clicking on the **pencil icon** next to the ticket.

### To edit a service request:

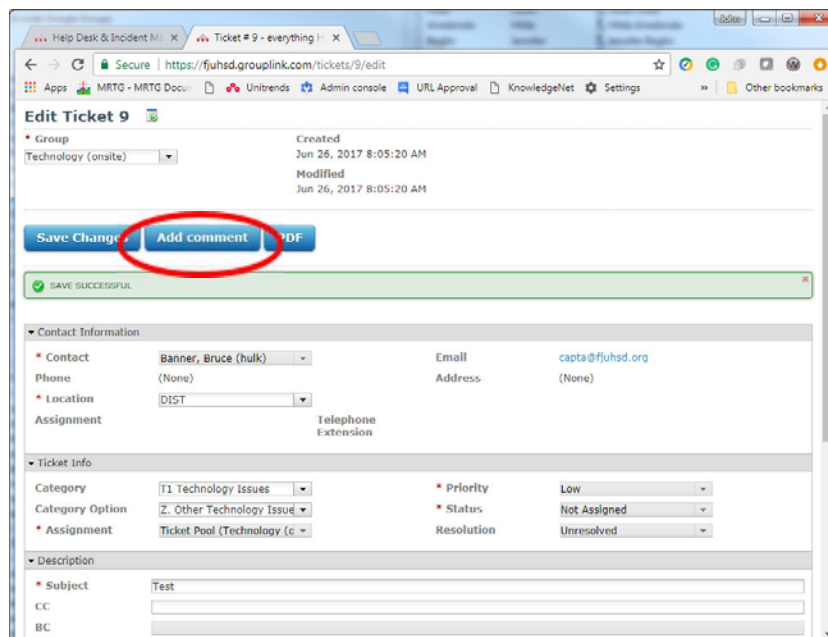
Update the **Subject** or **Notes** fields or change any of the selectable dropdown selections. Click on “**Save Changes.**”



The screenshot shows a web browser window with the URL <https://fjuhsd.grouplink.com/tickets/9/edit>. The page title is "Edit Ticket 9". At the top, there are three buttons: "Save Changes", "Add comment", and "PDF". The "Save Changes" button is circled in red. Below the buttons, there is a green status bar that says "SAVE SUCCESSFUL". The form contains several sections: "Contact Information" with fields for Contact (Banner, Bruce (hulk)), Phone (None), Location (DIST), and Assignment; "Ticket Info" with fields for Category (IT Technology Issues), Category Option (Z. Other Technology Issue), Assignment (Ticket Pool (Technology (c)), Priority (Low), Status (Not Assigned), and Resolution (Unresolved); and "Description" with fields for Subject (Test), CC, and BC.

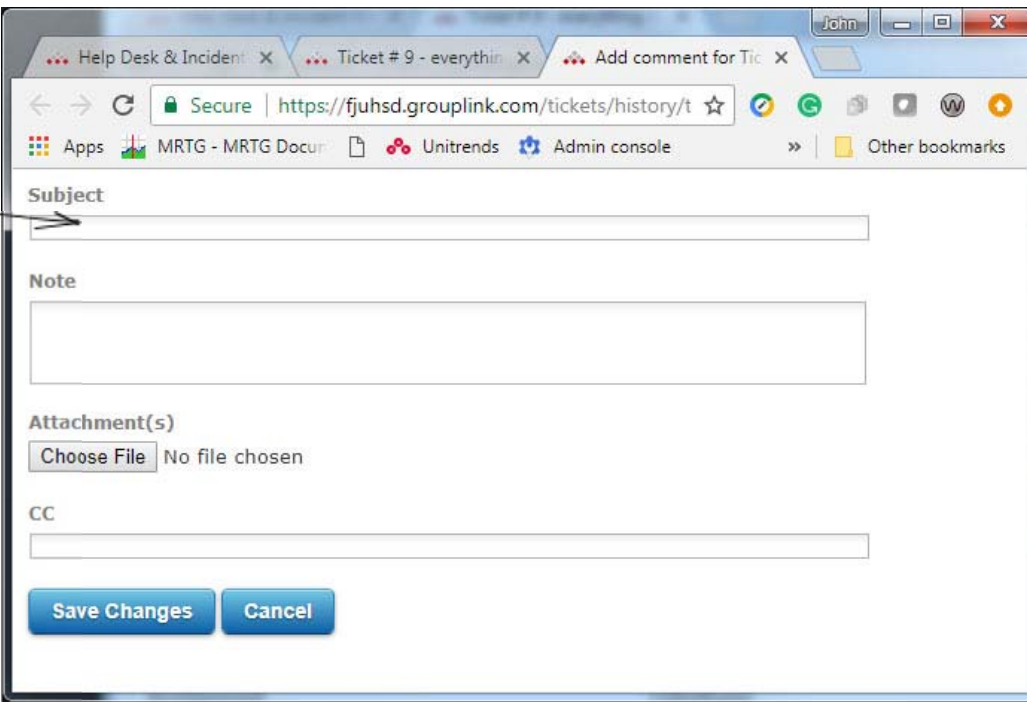
### To add a comment service request:

Click on the “**Add Comment**” button.



The screenshot shows the same "Edit Ticket 9" form as the previous one. In this view, the "Add comment" button is circled in red. The rest of the form, including the "Save Changes" button and the "SAVE SUCCESSFUL" status bar, remains the same.

After selecting **Add Comment**, a new tab will open,



The screenshot shows a web browser window with three tabs: 'Help Desk & Incident', 'Ticket # 9 - everything', and 'Add comment for Ticket'. The active tab is 'Add comment for Ticket'. The browser's address bar shows the URL 'https://fjuhsd.grouplink.com/tickets/history/t'. Below the address bar, there are several bookmarks: 'Apps', 'MRTG - MRTG Docu...', 'Unitrends', 'Admin console', and 'Other bookmarks'. The form itself has the following sections:

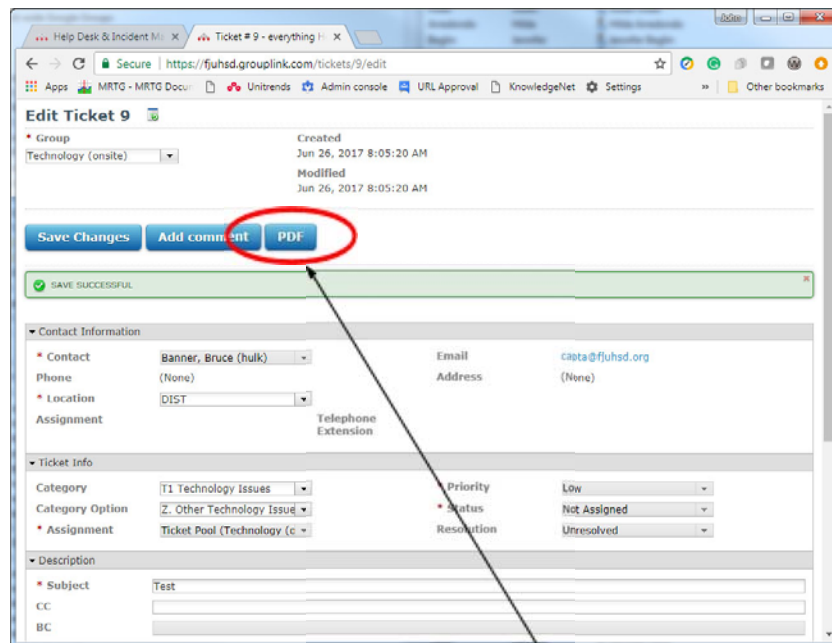
- Subject**: A text input field with a hand-drawn arrow pointing to it.
- Note**: A larger text input field.
- Attachment(s)**: A section with a 'Choose File' button and the text 'No file chosen'.
- CC**: A text input field.
- Buttons**: 'Save Changes' and 'Cancel' buttons at the bottom.

Enter a **Subject** (add a Note or attach a file if needed and then click on **Save Changes**. The tab will close automatically.

## To cancel a service request:

Add a comment to the ticket using the instructions in the previous section. In the **Subject**, indicate that the issue is fixed or resolved.

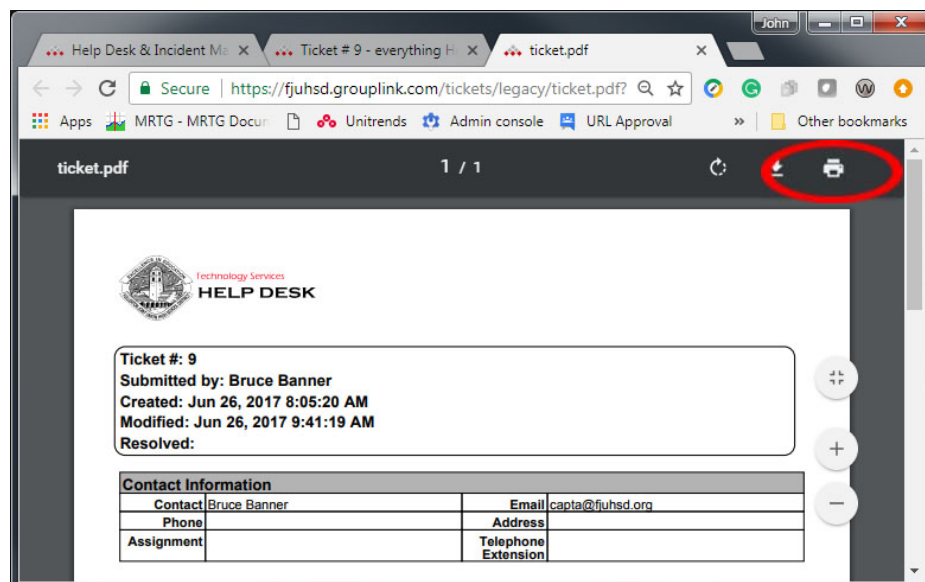
## To print a hardcopy of a service request:



The screenshot shows the 'Edit Ticket 9' interface. At the top, there are buttons for 'Save Changes', 'Add comment', and 'PDF'. The 'PDF' button is circled in red. Below these buttons is a green status bar that says 'SAVE SUCCESSFUL'. The form contains sections for 'Contact Information', 'Ticket Info', and 'Description'. The 'Contact Information' section includes fields for Contact (Banner, Bruce (hulk)), Phone (None), Location (DIST), and Assignment. The 'Ticket Info' section includes Category (T1 Technology Issues), Category Option (Z Other Technology Issue), Assignment (Ticket Pool (Technology (c)), Priority (Low), Status (Not Assigned), and Resolution (Unresolved). The 'Description' section has a Subject field (Test) and CC/BC fields.

After selecting the **edit ticket icon**, click “**PDF**”. The selected ticket will be displayed in a new tab as a printer friendly PDF. To print the ticket you need to click on the “Print” icon in the browser’s upper left.

The PDF can also be downloaded to the local computer.



The screenshot shows a browser window displaying a PDF document titled 'ticket.pdf'. The browser's address bar shows the URL 'https://fjuhsd.grouplink.com/tickets/legacy/ticket.pdf?'. The PDF content includes the 'Technology Services HELP DESK' logo and the following information:

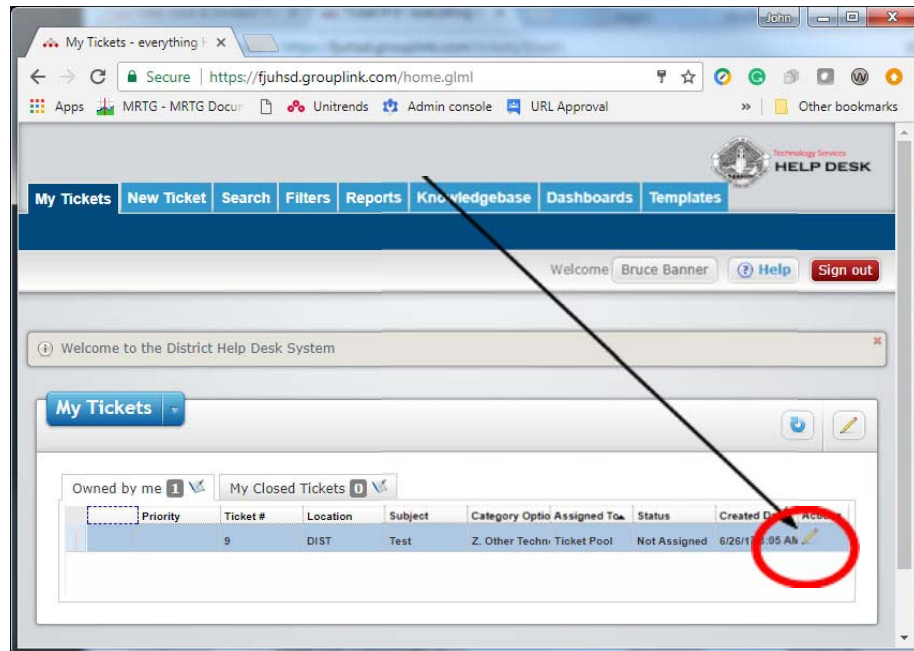
**Ticket #: 9**  
**Submitted by:** Bruce Banner  
**Created:** Jun 26, 2017 8:05:20 AM  
**Modified:** Jun 26, 2017 9:41:19 AM  
**Resolved:**

Contact Information	
Contact	Bruce Banner
Phone	
Assignment	
Email	capta@fjuhsd.org
Address	
Telephone Extension	

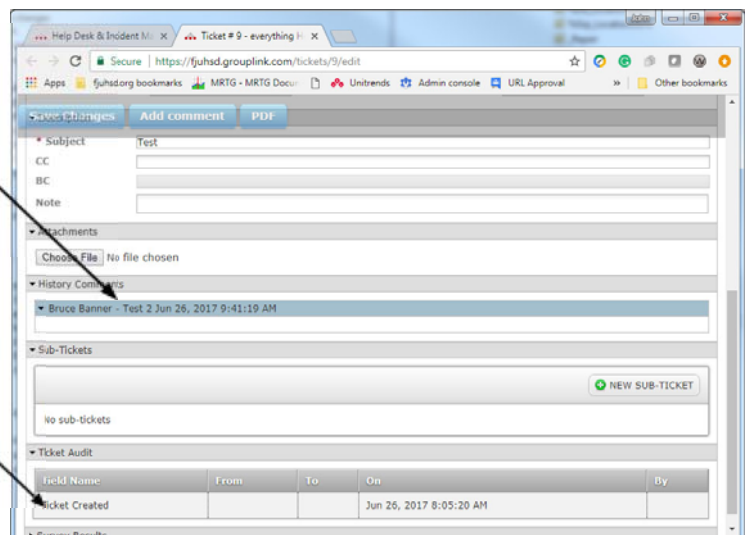
The browser's toolbar shows a 'Print' icon circled in red.

## 4b) View Ticket History

To review comments added to a ticket or view the assignment history, open the edit page selected ticket.



The comments can be found in the **History Comments** section:



The assignment history can be found in the **Ticket Audit** section:

## 5. E-mail Notifications

The person who submits a ticket, the service staff member assigned to respond to a ticket, and the service staff member's supervisor will receive email notification of all activity associated with that ticket, including the following activities:

- When the ticket is assigned to a technician
- When the status of the ticket changes (e.g. placed on hold or marked as urgent)
- When a comment is added to the ticket
- When a ticket is canceled.
- When a ticket is closed.

You may wish to create a rule for your email inbox to manage these email notifications.