

Help Desk Ticket Submission and Customer Interface

02/22/2019

If you are having a technical issue and need help from Trocaire's Information Technology or Education Technology Helpdesk we have implemented an easy to follow process to submit, monitor, and give feedback on your Help Desk tickets submitted. Trocaire College's Information Technology and Education Technology departments strive for providing our end user population a positive experience in all technical support needs. If you have any questions or concerns about your experience please email the Assistant Vice President of Technology and Information Services Jim Poulos at poulosj@trocaire.edu.

Submit a Ticket

There are multiple ways you can contact our Helpdesk and get the help you need:

- 1) Email helpdesk@trocaire.edu
- 2) Call the Helpdesk at extension 4330 (general IT help) or Education Technology at extension 2552
- 3) Pay us a visit in person on the third floor of the main campus – room 360 for IT and 325 for Ed Tech
- 4) **NEW – create and submit a ticket online using the new Help Desk ticketing system!**

Directions for Using the New Online Helpdesk Ticketing System Interface

- 1) Go to the following link:
<http://trocairesupport.advance2000.com/helpdesk/customerhelpdesk/pages/startpage.asp>
- 2) Enter your user name – it will be the same as it is for logging into your computer – for example Luke Skywalker would be **skywalkerl**
- 3) Enter your password : password will be your username with the number 1 at the end – you can change your password under Account Settings once you login initially- for example Luke Skywalker's password would be **skywalkerl1**

Once logged in you should see the following home screen:

Trocaire College

New Service Request

Hello James Poulos, is this still your contact information?

Phone:

Email:

How can we help you?

All fields are required!
By clicking Submit for service you agree to our [Service Terms and Conditions](#) [Submit](#)

My Open Service Request

Request #	Submitted	Description	Specialist	Site	Priority
233416	02/22/2019 09:25	This is a test - please put a note in and clos...	Desk, Help	Buffalo	No Level Assigned

Total of 1 requests

You can see that your information is already populated at the top of the screen. All you have to do is simply tell us about the issue you are having and click the submit button. **Please try and provide us with as much detail as possible so that we can resolve your issue in a timely manner.** Once submitted, you will receive an email confirming receipt of your submission complete with a quick link to access the ticket in the system. The email will look like this:

This is a confirmation that a Service Request has been received.

Date & Time: 2/22/2019 9:25 AM

Service Request Description:

This is a test - please put a note in and close the ticket so I see what is happening on user end - Thanks!

Submitted By: James Poulos <poulosj@trocaire.edu>

Please use the following address for information regarding your Service Request:

<http://trocairesupport.advance2000.com/helpdesk/customerhelpdesk/pages/startpage.asp?tid=233416>

Sincerely,
IT Team

You can change your account info by clicking on **“My Account”** at the top right corner of the page – the account page looks like this:

My Account

First Name: *

Last Name: *

Title: ▼

Username: *

Password: *

Location: ▼

Phone Number: () Ext:

Cell Number: () Ext:

Email Address: *

No Email Updates

* field is required! [Save](#) [Cancel](#)

Once a request is submitted – you can track progress by simply clicking on the request under **“My Open Service Request”**. You will be able to see all activity on the ticket as follows:

Trocaire College

Service Request Information

Request #	Date Submitted	Site	Category	Assigned Specialist
233416	2/22/2019 9:25 AM	Buffalo		Desk, Help

Description
This is a test - please put a note in and close the ticket so I see what is happening on user end - Thanks!

History

2/22/2019 9:25 AM Update
Description
Service Request Received

Comments

[Add a comment...](#)

Files

[Add a file...](#)

[Go Back](#)

The submitted ticket will be assigned to a technician. The technician will stay in contact with you working through the issue until your ticket is resolved. You can attach files, add a comment, or just simply look to see what was done on the issue under the history section.

Once a ticket/issue has been resolved, the technician will close the ticket in the system along with noting what course of action was taken to resolve the ticket. The person who submitted the ticket (end user) will receive an email notifying that person that the issue has been resolved and the ticket has been closed:



helpdesk@advance2000.com

Service Request ? Has been resolved to your satisfaction? Please let us know.

To Poulos, James

We are pleased to confirm the completion of your Service Request.

Please let us know if the Service Request has been resolved to your satisfaction by using the following address:

<http://trocairesupport.advance2000.com/helpdesk/customerhelpdesk/pages/survey/firstQuestion.asp?id=233418&customerID=1039>

If clicking the link above does not work, please copy and paste the link into the address field of your web browser. The link above may be broken into two lines, please be sure to copy and paste the ENTIRE link into the address field of your web browser.

Thank you for the opportunity to serve you.

Sincerely,
IT Team

In the email you will find a link which will take you to a satisfaction survey. This is where you can tell us how we did, whether the issue was resolved, was it resolved in a timely manner, etc. **I would encourage everyone to take the survey after a ticket has been closed so we can measure how our technicians are handling helpdesk issues.** The survey only takes a minute or two and will provide us with valuable information on how we are serving the Trocaire Community.

Customer Satisfaction Survey

We are pleased to confirm the completion of the service you requested below. In our continuous effort to improve the quality of service provided your input is required. Thank you for using the IT Service Desk and if you require assistance please call us at:

1.800.238.2621 (24/7)

Test number 2

Has the engineer completed the work you requested? Yes No *

Are you satisfied with the service provided? Yes No *

Comment (Optional)

This is a test

(Up to 500 Characters) 485 characters left

* field is required!

[Submit](#)

History

2/22/2019 9:59 AM Update

Service Request Closed

2/22/2019 9:58 AM Update

Service Request is in progress and work is being performed with the appropriate party.

2/22/2019 10:00 AM Update - Robin Loomis

I have assigned this ticket to my self and I have received an email tell me I have a ticket assigned to me. Now I am closing this ticket.

2/22/2019 9:58 AM Update - Robin Loomis

Service Request Being Researched

Update

Service Request Received