

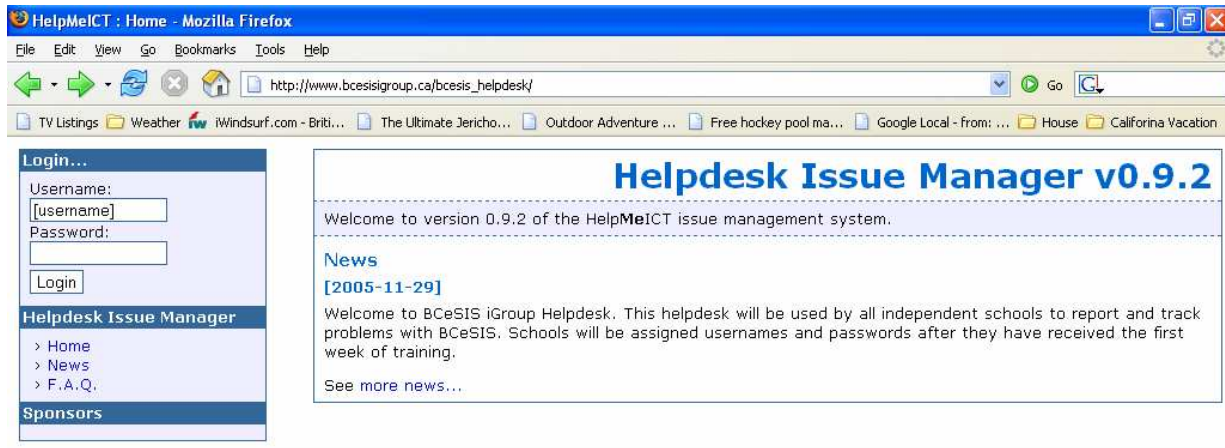
BCeSIS iGroup Helpdesk User Manual.

Purpose:

The purpose of the Helpdesk is to provide a central location where independent schools report and track issues with BCeSIS. The Helpdesk is monitored by the iGroup Helpdesk support staff and the Project Manager.

Login to Helpdesk

- a. Open your web browser and go to: http://www.bcesisigroup.ca/bcesis_helpdesk/ or go to www.bcesisigroup.ca and click on Helpdesk
- b. Type in your username and password on the left side and click “Login”



[Main Login screen of BCeSIS iGroup]

Submitting an Issue:

Step 1: Main Screen

After logging in you will be taken to the main screen of the Helpdesk. This screen shows all the open issues that you have and their status.

Step 2: Adding a New Issue

- Click on “New Issue” on the left menu bar.
- You will be taken to the New Issue screen.
- For “Contact Info” fill in your email address.
- For “Location” fill in whether it is in STAGE1 or PRODUCTION.
- The “Summary” should be a brief explanation of the nature of the problem.
- The “Description” should be a detailed explanation of the problem. .
- Click “Submit Issue”.

Step 3: Confirmation

- After submitting your issue you will be taken to the screen below.
- You can now choose to add a new issue or view all your issues.
- Please note that you should create a new issue for each problem., DO NOT group all the problems into a single issue..
- Click on “My Issues” .

Issues

- > New Issue...
- > My Issues
- > Find Issue...

Knowledge

- > Search...
- > Recent

My Account

- > My Details
- > My Preferences
- > Logout

User sample logged in.

Issue #5

Thank you for your submission. Please record the above issue number as it may be required by support staff when communicating with you regarding your query.

Continue to my issues.

Or, alternatively you can submit another new issue.

Step 4: Main Screen

- You are now back at the Main Screen, you can see that our new issue has been added and that the priority has automatically been assigned a value of Medium.
- There are four priority levels: Emergency, High, Medium, and Low. These are set by the Helpdesk Staff based on how critical the problem is to the functional operation of BCeSIS for the iGroup.

Issues

- > New Issue...
- > My Issues
- > Find Issue...

Knowledge

- > Search...
- > Recent

My Account

- > My Details
- > My Preferences
- > Logout

User sample logged in.

My Issues

Below is a list of all your unresolved and pending issues:

#	Reported	Assigned To	Site	Summary	Priority
5	09:58	Admin	BCeSIS Application	This is a sample problem with BCeSIS	Medium

Closed Issues

Please click here to see your closed issues.

Other Features of the Helpdesk

Step 5: Making a Remark.

- a. Click on the issue you wish to view.
- b. Scroll down to the bottom of the page.

Solution:

Publish this issue to the knowledge base.

Total time: 00:00:00
(Add to) Time hours minutes spent:

Priority:

Status:

Level:

Issue History

This issue's history can be found below. Please follow this link to add a remark.

There are no remarks in this history so far.

Add Remark:

Make this remark confidential.

- c. Uncheck “Make this remark confidential”
- d. Enter your remark into the textbox.
- e. Click “Submit Changes”
- f. The remark will be added, and emailed to the iGroup Helpdesk support staff.

Step 6: Closed Issues.

- a. Click on “Closed Issues”
- b. Once the support staff has closed an issue, it moves to the Closed Issues section.

HelpMeICT: My Issues - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.bcesisgroup.ca/bcesis_helpdesk/myissues.php?closed=true

TV Listings Weather iWindsurf.com - Briti... The Ultimate Jericho... Outdoor Adventure ... Free hockey pool ma... Google Local - from: ... House California Vacation

FISA iGroup for Sample User

- Issues
 - > New Issue...
 - > My Issues
 - > Find Issue...
- Knowledge
 - > Search...
 - > Recent
- My Account
 - > My Details
 - > My Preferences
 - > Logout

User sample logged in.

My Closed Issues

Below is a reference list of all your recently resolved issues:

# Resolved	Resolved By	Site	Summary	Priority
5 10:10	Support1	BCeSIS Application	This is a sample problem with BCeSIS	Medium

Open Issues

Please click here to see your open issues.

Step 7: Viewing the Solution

- Click on the issue you wish to view.
- You are now able to see the solution that the Helpdesk staff found.
- Once an issue is closed you will receive an e-mail outlining the solution.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying http://www.bcesisgroup.ca/bcesis_helpdesk/issue.php?id=5. The page content is as follows:

- Issues**
 - > New Issue...
 - > My Issues
 - > Find Issue...
- Knowledge**
 - > Search...
 - > Recent
- My Account**
 - > My Details
 - > My Preferences
 - > Logout

User sample logged in.

Issue #5 (Published)

Here is the information pertaining to the knowledge base item. Please check the issue history for the audit trail of this issue.

Created By: [Hidden]
Created On: 07/12/05 09:58
Reported By: [Hidden]
Site: [Hidden]
Assigned To: [Hidden]
Contact Info: sampleuser@bc.ca
Location: Vancouver
Problem Category:
Problem Detail: [Other issues with the same problem detail]
Summary: This is a sample problem with BCeSIS
Description: Help!!! BCeSIS is not available at my school
Solution: You need to submit a static IP to the BCeSIS iGroup Project Manager