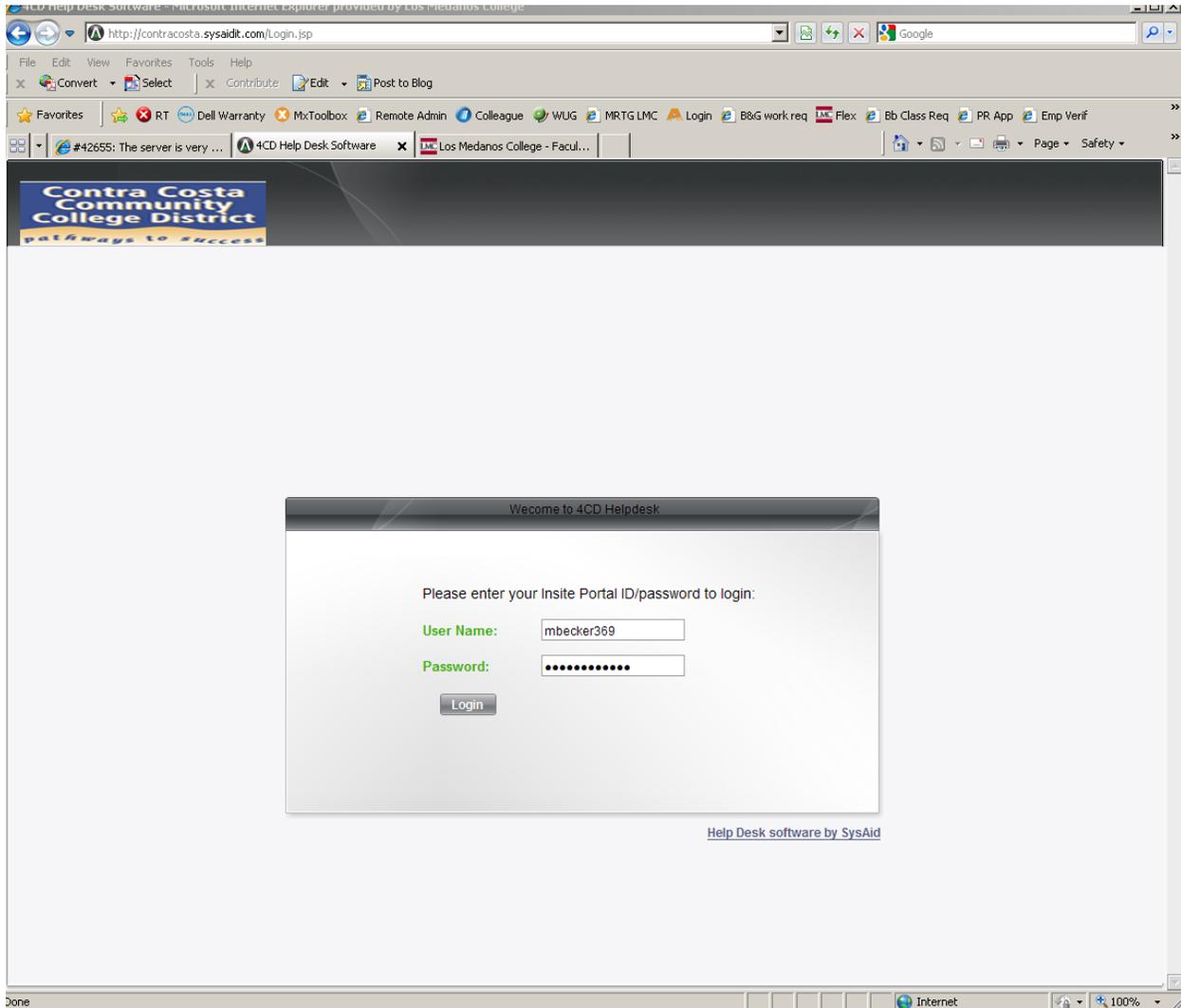


## Short primer on the new trouble ticket system - SysAid

A new trouble ticket system is being implemented – SysAid. This is a short set of instructions on using the new system. SysAid is available from any Internet-connected computer and can be accessed by using a web browser and going to:

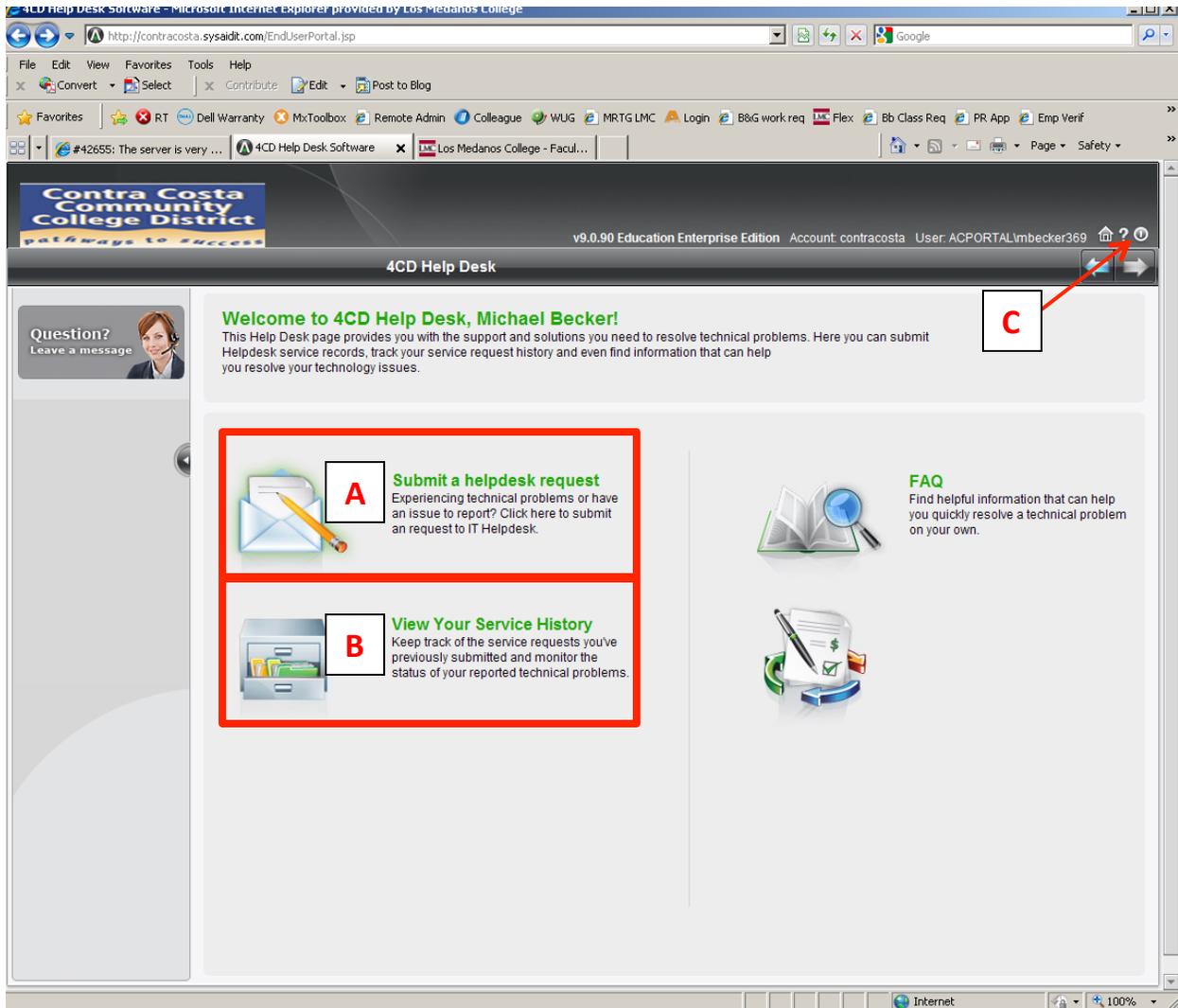
<http://contracosta.sysaidit.com>

To log on to the system, use your InSite user name and password:



After logging on, you will see the following page.

## Short primer on the new trouble ticket system - SysAid



A – This is the area where you can submit new tickets for help.

B – This is the area where you can review your help requests and find out about progress on your requests. In this area, you can also make updates to your tickets such as notes and adding attachments.

C – Click on this icon  to log out of SysAid.

## Short primer on the new trouble ticket system - SysAid

“Submit a helpdesk request area” (what you see when you click on area A):

The screenshot shows a web browser window displaying the 'Submit Incident' form in the SysAid system. The browser's address bar shows the URL 'http://contracosta.sysaidit.com/SubmitSR.jsp'. The page header includes the Contra Costa Community College District logo and version information 'v9.0.90 Education Enterprise Edition'. The form is titled 'Submit Incident' and has a 'General Details' tab selected. The form fields are as follows:

- 1**: A drop-down menu for 'Category' with the text 'Please select a category'.
- 2**: A drop-down menu for 'Sub-category' with the text 'Please select a sub-category'.
- 3**: A text input field for 'Subject'.
- 4**: A large text area for 'Description'.
- 5**: An 'Add' button next to the 'Attachments' label.
- 6**: A 'Submit' button.

There is also a 'Cancel' button located between the 'Add' and 'Submit' buttons. On the left side of the form, there is a 'Question? Leave a message' section with a small image of a woman.

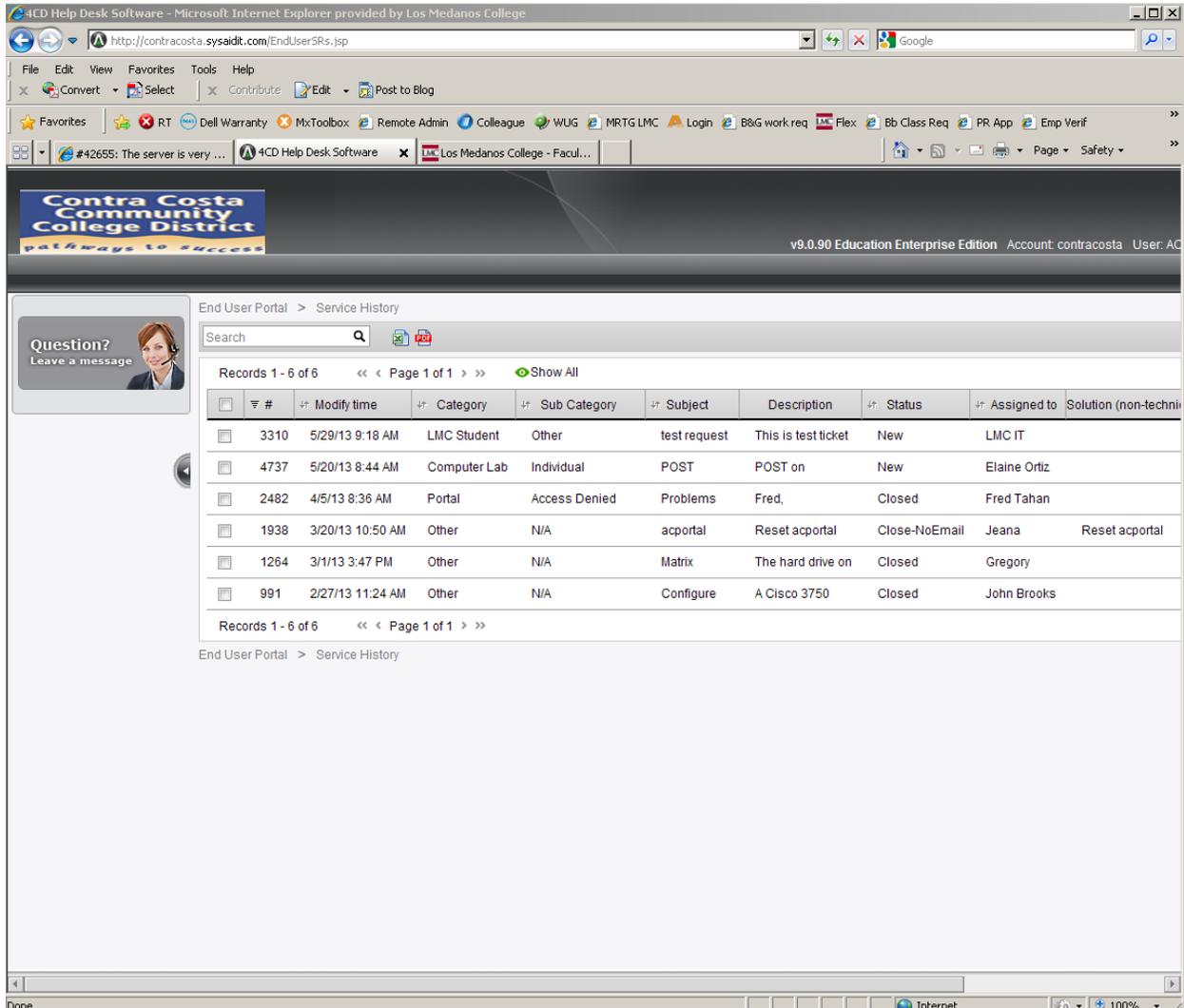
To create a new ticket:

- 1) Select the category from the drop-down that best describes your issue.
- 2) Select a sub-category to help us better identify your issue.
- 3) Enter a short description in the subject area.
- 4) Describe, in as much detail as possible, the complete issue. The more information you give us, the better we can be ready to help you when we contact you.
- 5) If you have any files to attach, use this button and browse to the file.
- 6) Click on submit to complete the process.

An e-mail message will be generated and sent to you. Your ticket will be assigned to a queue depending on the campus you are associated with, the category and sub-category.

## Short primer on the new trouble ticket system - SysAid

After you submit a ticket, you can examine the progress of the ticket by clicking on the “View Your Service History” area (B).



The screenshot shows a web browser window displaying the 4CD Help Desk Software interface. The browser's address bar shows the URL <http://contracosta.sysaidit.com/EndUser5Rs.jsp>. The page header includes the Contra Costa Community College District logo and the text "v9.0.90 Education Enterprise Edition Account: contracosta User: AC". The main content area is titled "End User Portal > Service History" and features a search bar and a table of records. The table has columns for Ticket #, Modify time, Category, Sub Category, Subject, Description, Status, and Assigned to. The records listed are:

Records 1 - 6 of 6	«	«	Page 1 of 1	»	»	Show All			
<input type="checkbox"/>	#	Modify time	Category	Sub Category	Subject	Description	Status	Assigned to	Solution (non-techni
<input type="checkbox"/>	3310	5/29/13 9:18 AM	LMC Student	Other	test request	This is test ticket	New	LMC IT	
<input type="checkbox"/>	4737	5/20/13 8:44 AM	Computer Lab	Individual	POST	POST on	New	Elaine Ortiz	
<input type="checkbox"/>	2482	4/5/13 8:36 AM	Portal	Access Denied	Problems	Fred,	Closed	Fred Tahan	
<input type="checkbox"/>	1938	3/20/13 10:50 AM	Other	N/A	acportal	Reset acportal	Close-NoEmail	Jeana	Reset acportal
<input type="checkbox"/>	1264	3/1/13 3:47 PM	Other	N/A	Matrix	The hard drive on	Closed	Gregory	
<input type="checkbox"/>	991	2/27/13 11:24 AM	Other	N/A	Configure	A Cisco 3750	Closed	John Brooks	

Records 1 - 6 of 6 « « Page 1 of 1 » »

Note that your tickets are listed and can be sorted by most of the fields at the top of the list. Fields include:

- Ticket number
- The last time the ticket was updated
- The category and sub-category
- The subject and description
- The status of the ticket
- Who the ticket is assigned to
- The date and time of the last message associated with the ticket

## Short primer on the new trouble ticket system - SysAid

If you double-click on the line for any ticket, a detail of the ticket will appear:

Helpdesk request # 3310

Subject:	test request																		
Description:	This is test ticket to see where things go when they're entered.																		
Category:	LMC Student Support Other none																		
Solution (non-technical):																			
Modify time:	5/29/13 9:18 AM																		
Status:	New																		
Assigned to:	LMC IT Administrator																		
Notes:	LMC IT Administrator (5/29/13 9:16 AM): Just another test on 5/29/2013 =====																		
Screen capture:																			
Attachment:	<input type="text"/> <b>2</b> <input type="button" value="Add"/> <input type="button" value="Remove"/>																		
Messages:	<table border="1"><thead><tr><th>Timestamp</th><th>From</th><th>To</th><th>CC</th><th>Subject</th><th>Body</th></tr></thead><tbody><tr><td>5/29/13 9:17 AM</td><td>LMCAdmin</td><td>ACPORTAL\imbecke ...</td><td>cbenzler@losmed ...</td><td>Regarding Service Record #3,3 ...</td><td></td></tr><tr><td>5/29/13 9:20 AM</td><td>LMCAdmin</td><td>ACPORTAL\imbecke ...</td><td>cbenzler@losmed ...</td><td>Regarding Service Record #3,3 ...</td><td></td></tr></tbody></table> <b>3</b>	Timestamp	From	To	CC	Subject	Body	5/29/13 9:17 AM	LMCAdmin	ACPORTAL\imbecke ...	cbenzler@losmed ...	Regarding Service Record #3,3 ...		5/29/13 9:20 AM	LMCAdmin	ACPORTAL\imbecke ...	cbenzler@losmed ...	Regarding Service Record #3,3 ...	
Timestamp	From	To	CC	Subject	Body														
5/29/13 9:17 AM	LMCAdmin	ACPORTAL\imbecke ...	cbenzler@losmed ...	Regarding Service Record #3,3 ...															
5/29/13 9:20 AM	LMCAdmin	ACPORTAL\imbecke ...	cbenzler@losmed ...	Regarding Service Record #3,3 ...															

On the ticket detail, you can:

- 1) Add a note. This note can be additional information or the response to another note or message.
- 2) Add attachments.
- 3) Click on a specific message to see its contents.

Here is a link to a useful tutorial:

<http://www.sysaid.com/sysaid-introduction-movie.htm>

Click on the play arrow in the center of the picture. Please note that LMC does not yet have the F11 feature enabled, you'll have to go to the web site listed on page 1 of this document.