

Logging In

1. Open your web browser and visit <http://hd.softrim.com> (notice there is no www before hd)
2. When prompted for a username and password as seen below, enter your email address and either the password provided to you (password123) or the one you have chosen
3. Click Login



The screenshot shows a login form titled "Login" with the following elements:

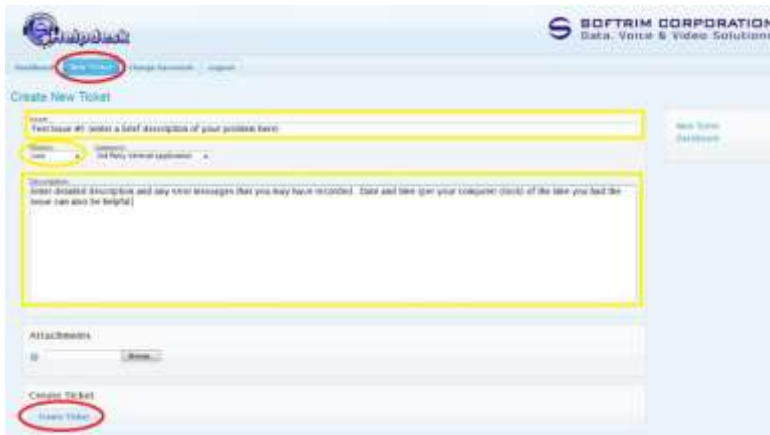
- Header: "Welcome to Help Desk"
- Username field: "Username:" followed by a text input box.
- Password field: "Password:" followed by a text input box.
- Link: "[Forgot Password?](#)"
- Button: "Login"

Forgot Password

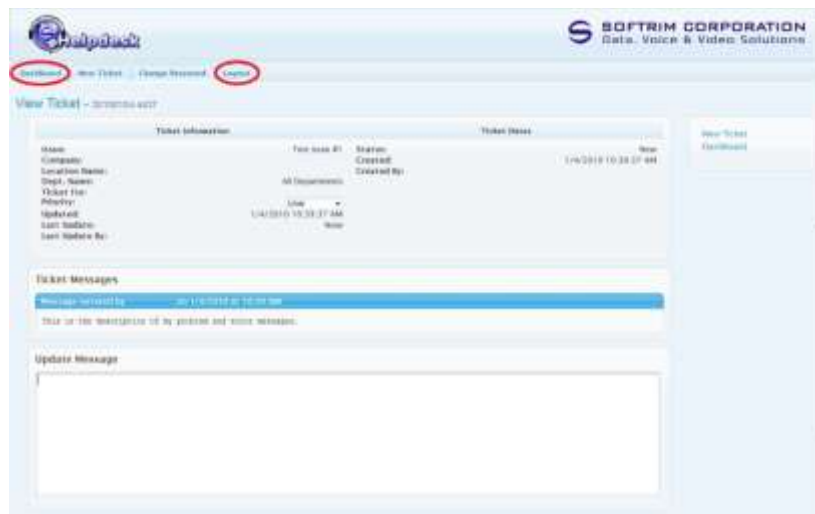
1. At the login box above, click "Forgot Password?"
2. Enter your email address as the username and click Recover
3. Copy the password that is emailed to you and login using your email address and this temp password.
4. Once logged in click Change Password
5. Enter the emailed password and then enter a new password twice (requires any six characters)

Adding a New Ticket

1. Click on the "New Ticket" tab as circled in red below.
2. Enter a brief description of the "Issue;" select the "Priority;" and enter a more detailed description including any error messages and the computer date/time.
3. In the description, please also add the best contact number and an alternative. Also, include the office/location where you are currently working.
4. Click "Create Ticket"



5. The next screen that appears will show you the details of the ticket.
6. From here, click either the “Dashboard” tab to review your tickets or the “Logout” tab to exit HelpDesk



Using Dashboard to Review Ticket Status

1. When you login to HelpDesk, the “Dashboard” tab will be displayed
2. Here you may review your “New,” “Open,” “On Hold,” and “Closed Tickets” by clicking on the respective links as circled in yellow on the left side of the screen.
3. Note: “Open” tickets are those that have been started by the Help Desk team.
4. To review the details of the ticket, click the “Ticket #” in the list of tickets.
5. You may add additional notes and “Update” the tickets from the detail screen.



Using Ticket Log to View All User Tickets

1. When a HelpDesk Admin logs on to HelpDesk, two additional tabs will be available: "Ticket Log" and "Monitor"
2. Click "Ticket Log" to view current and historical tickets for all users much like you do on your own dashboard.
3. The "Ticket Log" has filtering options to return results to specific locations, departments, users, and dates.
4. You may click on any Ticket # to open the details.
5. On the details window, you may add messages or attachments and "Update Ticket"

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Dashboard New Ticket **Ticket Log** Ticket Search Monitor Reporting Change Password Logout

Ticket Log - New Tickets

Ticket Log Criteria

Location: All
Department: All
Ticket For: All
Beginning Date:
End Date:

New Ticket
Dashboard
Ticket Log
New Tickets
Open Tickets
On Hold Tickets
Closed Tickets

Ticket #	Created	Ticket For	Priority	Issue	Status	Opened	Last Updated
20100113-4480	1/13/2010	Diane	Low	Test	New		10 hrs 10 mins ago
20100113-4488	1/13/2010	Ryan	Low	Printer needs installed on Laptop	New		10 hrs 10 mins ago

Using Monitor to View Active User Tickets

1. When a HelpDesk Admin logs on to HelpDesk, two additional tabs will be available: "Ticket Log" and "Monitor"
2. Click "Monitor" to view all active tickets for your organization.
3. You may click on any Ticket # to open the details.
4. On the details window, you may add messages or attachments and "Update Ticket"
5. The "Ticket Log" also has filtering options to return results to specific locations, departments, users, and dates.

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Dashboard New Ticket Ticket Log Ticket Search **Monitor** Reporting Administration Change Password Logout

Last Modified: Thu Jan 14 2010 10:32:55 EST

Ticket #	Created	Ticket For	Priority	Issue	Status	Opened	Last Updated
20100113-4480	1/13/2010	Diane	Low	Test	New		10 hrs 16 mins ago
20100113-4488	1/13/2010	Ryan	Low	Printer needs installed on Laptop	New		10 hrs 23 mins ago