

Helpdesk User Guide

How to submit a ticket

1. Go to <http://helpdesk.cityofflint.com>
2. Login using your Windows username/password

Flint Helpdesk

Home Knowledgebase News Submit a Ticket English (U.S.)

Login Subscribe

training

.....

Remember me

Lost password Login

What can we help you with? SEARCH

Knowledgebase News Submit a Ticket

Latest Updates 

We've got nothing to display here

KNOWLEDGEBASE

Phone Support	(7)
Computer Hardware & Software	(5)
Radio & Mobile CarEquipment	
Network Support	(1)
Other	(1)

Help Desk Software by Kayako

3. Select "Submit a Ticket"

Flint Helpdesk

Home My Tickets Knowledgebase News Submit a Ticket English (U.S.)

Account

My Profile

Preferences

Change Password

Logout

What can we help you with? SEARCH

My Tickets Knowledgebase News Submit a Ticket

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Helo Desk Software by Kavako

4. Select a category which your issue falls under

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What can we help you with? SEARCH

Troubleshooter

We can help you resolve common problems and issues by walking you through a few questions. Begin by choosing a troubleshooter category.

- Phone Issues
- Computer Hardware & Software Issues
- Radio & Mobile Car Equipment
- Network Issues
- All Other Issues

Choose One

Help Desk Software by Kayako

5. Select the type of issue you are having

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What can we help you with? SEARCH

Troubleshooter

Computer Hardware & Software Issues

Next Steps

- I am having an issue with email
- I am having an issue with software on my computer (e.g.- BSA, Peoplesoft, Internet Explorer, etc.)
- I am having an issue with a website (e.g.- cityofflint.com)
- I am having an issue with a peripheral (e.g.- Mouse, Keyboard, Printer, etc.)
- I would like Software Installed
- Other Hardware/Software Issue

Choose One

Next »

Help Desk Software by Kayako

6. Fill out your information

- a) Fill in your contact information, select your priority, and select if the ticket is for another user

Your ticket details

If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

Priority: Normal 

User Contact Information

User Name: training 
Your User Name

Your Location: Finance 
Where service is requested

Phone Number: * Ext. 2200 
Your contact phone number

Is this ticket for another User?:
 Yes 
 No

Are you entering this ticket for someone else? If so, please fill in the alternate contact information below.

- b) (optional) fill in Alternate/Other User contact information

Alternate Contact Information

Alternate Name: Adam Smith 
The name of the person you are entering the workorder for

Alternate Username: asmith 
The User ID of the person you are entering this ticket for.

Alternate User Location: Assessing 
The location of the user for who you are entering the ticket for.

Alternate Phone Number: Ext. 2201 
An alternate phone number for you to be contacted at such as a cell phone or phone number of the person the ticket is actually for.

- c) Provide hardware information if possible

Hardware Information

Service Tag/Asset #: 0001 
The equipment's service tag or asset tag number

7. Enter a descriptive subject and description

Your Message

Subject

Email Address Experiencing Issues: asmith@cityofflint.com

Description of Issue: Adam Smith cannot login to email, he is getting an invalid username message.



8. Browse the Knowledgebase articles to see if they can resolve your issue first

Knowledgebase suggestions
We've found the following suggested answers and articles from our knowledgebase

[How to login to Gmail \(email\)](#)
* Browse to <https://gmail.com> [1] * Enter your user name with @cityofflint.com on the end: username@cityofflint.com [2] * Enter your password and click Sign in (password is case sensitive) Links: ----- [1] <https://gmail.com/> [2] <mailto:username...>

[How to reset your Windows password](#)
* Press Ctrl-Alt-Del on the keyboard at the same time * Click "Change a password" * Enter your old (current) password in the box that says "Old password" * Enter your new password in the box that says "New password" * Enter your new password i...

[I am getting the "please contact the administrator" message when ...](#)
* This indicates you are locked out of your voice mail box and need to have your password reset. * Please enter a work order/ticket to have your password reset by the I.S. staff.

9. (optional) Attach files which may help the technician troubleshoot the issue

Knowledgebase suggestions
We've found the following suggested answers and articles from our knowledgebase

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Attach Files  [Add File](#) 

10. Submit & Done!

Knowledgebase suggestions

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* Browse to <https://gmail.com> [1] * Enter your user name with @cityofflint.com on the end: username@cityofflint.com [2] * Enter your password and click Sign in (password is case sensitive) Links: ----- [1] <https://gmail.com/> [2] <mailto:username...>

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Attach Files [ Add File]

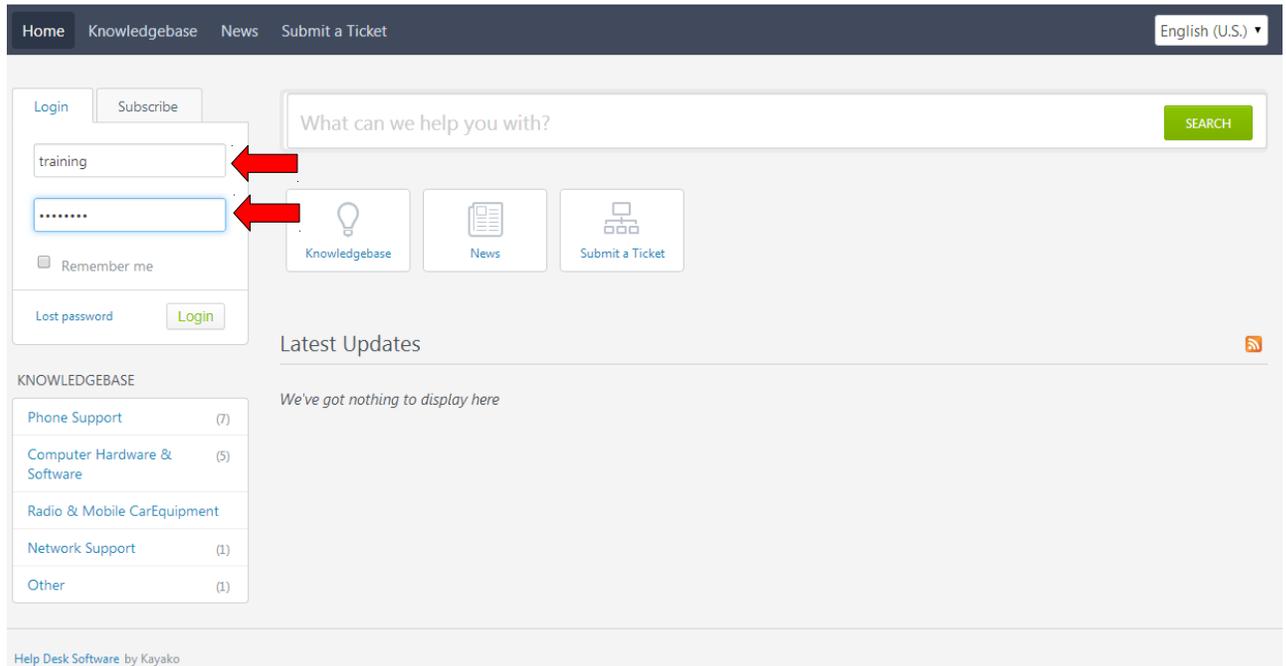
Submit



How to view and update the status of your tickets

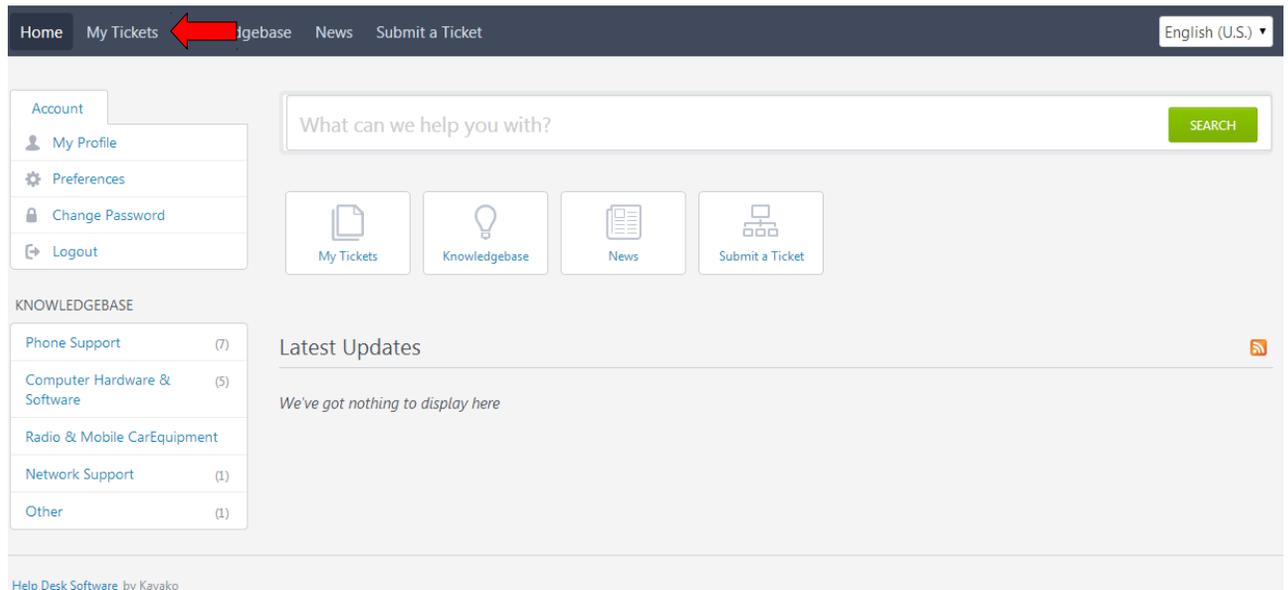
1. Go to <http://helpdesk.cityofflint.com>
2. Login using your Windows username/password

Flint Helpdesk



3. Select "My Tickets"

Flint Helpdesk



4. Select which ticket to View

Flint Helpdesk

Home **My Tickets** Knowledgebase News Submit a Ticket English (U.S.)

Account

- My Profile
- Preferences
- Change Password
- Logout

What can we help you with?

View Tickets

Ticket ID	Last Update	Last Replier	Department	Type	Status	Priority
Adam Smith Cannot Login to Email 						
19	27 February 2014 11:50 AM	Training	Computer Hardwar...	General Issue	Open	Normal

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5. Review and update the ticket

View Ticket: #19

Adam Smith Cannot Login to Email

Created: 27 February 2014 11:50 AM Updated: 27 February 2014 11:50 AM

Overall Satisfaction Speed of Resolution Friendliness of Technician

Did we resolve your issue on the first try?

DEPARTMENT Computer Hardwar...	OWNER Unassigned	TYPE General Issue	STATUS Open	PRIORITY Normal
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User Contact Information

User Name:	training
Your Location:	Finance
Phone Number:*	Ext. 2200
Is this ticket for another User?:	Yes

Alternate Contact Information

Alternate Name:	Adam Smith
Alternate Username:	asmith
Alternate User Location:	Ext. 2201
Alternate Phone Number:	Ext. 2201

Hardware Information

Service Tag/Asset #:	0001
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Add Reply



Training

User

Posted on: 27 February 2014 11:50 AM NEW



Email Address Experiencing Issues: asmith@cityofflint.com

Description of Issue: Adam Smith cannot login to email, he is getting an invalid username message.

Eric Knific

Staff

Posted on: 27 February 2014 11:56 AM NEW



Have you tried your Windows username, followed by @cityofflint.com and your windows password?

Type your update in the reply box, add additional files if needed and press send to update the technician.

Your Message

He has tried that, but he still is unable to get in.

Attach Files [+ Add File](#)

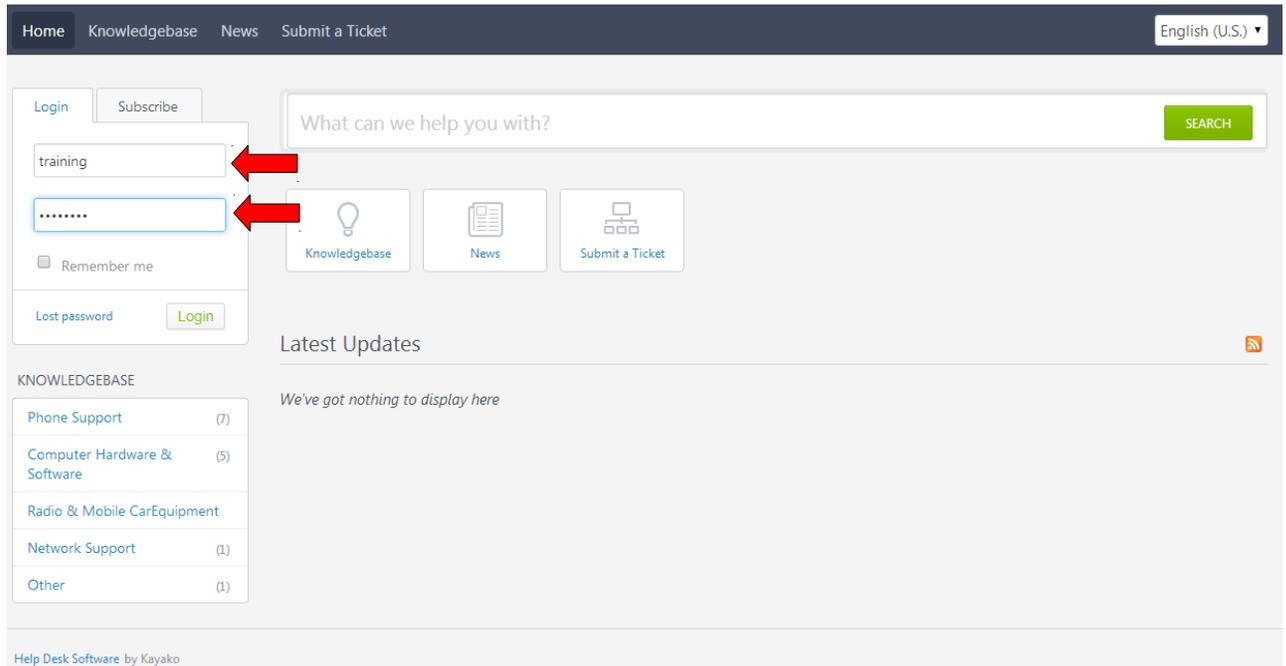
Send

Training User	Posted on: 27 February 2014 11:50 AM NEW Email Address Experiencing Issues: asmith@cityofflint.com Description of Issue: Adam Smith cannot login to email, he is getting an invalid username message.
Eric Knific Staff	Posted on: 27 February 2014 11:56 AM NEW Have you tried your Windows username, followed by @cityofflint.com and your windows password?

How to search the knowledgebase

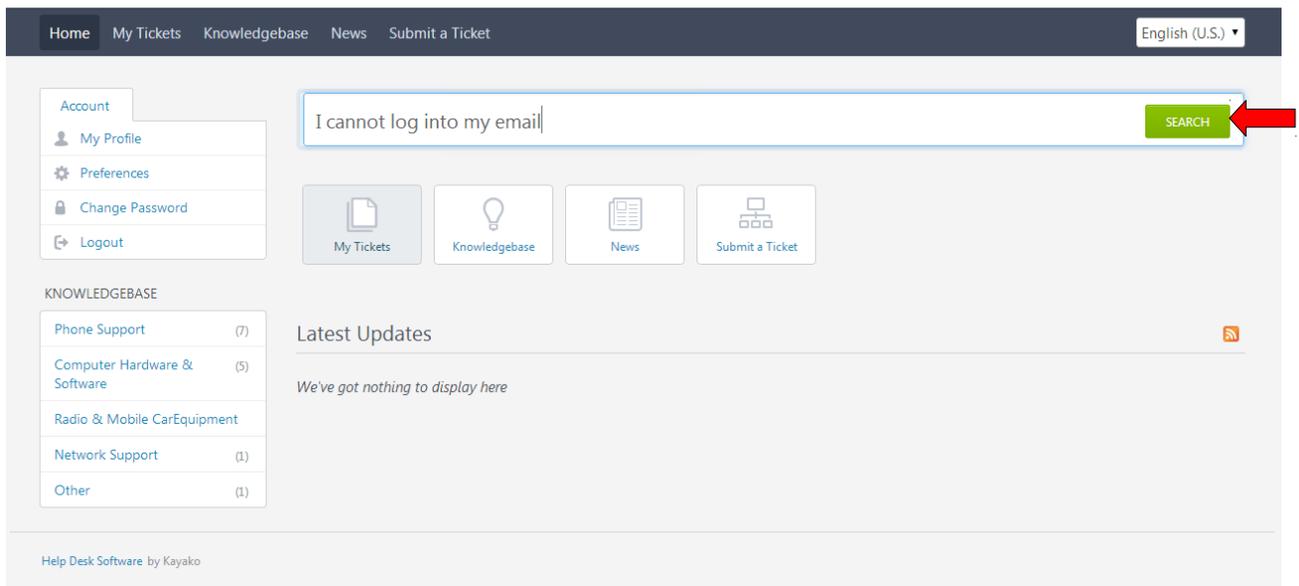
6. Go to <http://helpdesk.cityofflint.com>
7. Login using your Windows username/password

Flint Helpdesk



8. Type in what you would like to search for in the large search box at the top of the page and select search

Flint Helpdesk



9. Select your article or ticket from the list

Flint Helpdesk

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What can we help you with?

Search Results

19: Adam Smith Cannot Login to Email
- Email Address Experiencing Issues: asmith@cityofflint.com Description of Issue: Adam Smith cannot login to email, he is getting an invalid username message. Have you tried your Windows username, followed by @cityofflint.com and your windows password? He has tried that, but he still is unable to get in.

How to login to Gmail (email)
* Browse to <https://gmail.com> [1] * Enter your user name with @cityofflint.com on the end: `username@cityofflint.com` [2] * Enter your password and click Sign in (password is case sensitive) Links: ----- [1] <https://gmail.com/> [2] <mailto:username@cityofflint.com>

10. View the article or ticket

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What can we help you with?

Knowledgebase

How to login to Gmail (email)

Posted by Eric Knific on 27 February 2014 03:41 AM

1. Browse to <https://gmail.com>
2. Enter your user name with @cityofflint.com on the end: `username@cityofflint.com`
3. Enter your password and click Sign in (password is case sensitive)

☆☆☆☆☆ (0 vote(s))

Comments (0)

Post a new comment

Comments:

KNOWLEDGEBASE

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- Computer Hardware & Software (5)
- Radio & Mobile CarEquipment
- Network Support (1)
- Other (1)