

EUI Helpdesk – what you need to know

Introduction

The EUI Helpdesk will be launched in March 2013, to create a better user support service for you.

What is the Helpdesk?

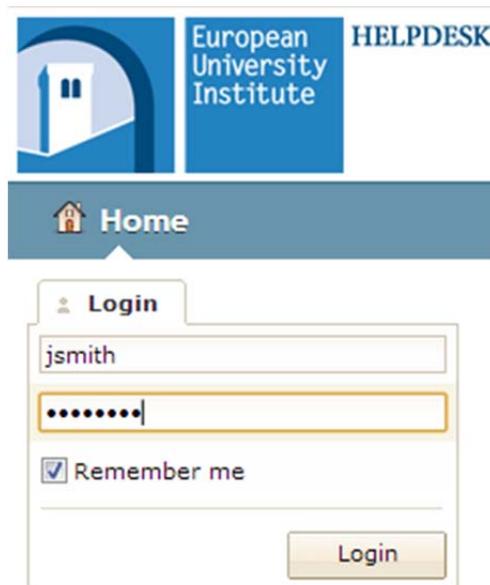
The Helpdesk is an online ticket-based system to allow us to systematically and quickly deal with your issues, making sure your problem is quickly heard and dealt with by the right people.

How does it work?

- i. Simply log on to the internet on any browser, and head to:

<http://helpdesk.eui.eu/>

- ii. Login here with your normal EUI username and password, and click *Login*:



The screenshot shows the login interface for the EUI Helpdesk. At the top, there is a blue header with the European University Institute logo on the left and the word 'HELPDESK' on the right. Below the header is a dark blue bar with a house icon and the word 'Home'. The main content area is a white box with a 'Login' tab. Inside the box, there is a text input field with the username 'jsmith', a password input field with masked characters, a checked checkbox labeled 'Remember me', and a 'Login' button at the bottom right.

- iii. Upon logging in for the first time, you may be prompted to add some details. These are helpful for us in order to have alternative contact details:

My Profile

Full Name:	Smith, John
Email Account(s):	john.smith@eui.eu
Title/Position:	ICT Service, Staff
Phone Number:	2 991, VP099

Please fill all of the following details to better address your request:

Alternative Phone Number:	<input style="width: 90%;" type="text"/>
Alternative Email Address:	<input style="width: 90%;" type="text" value="john.smith@gmail.com"/>

- iv. To open a ticket with us and let us know your problem, simply click on *Submit a New Ticket*. Then click the *Issue Type* that best fits the nature of your problem (e.g. *Desktop Equipment*):

European University Institute HELPDESK

Home My Tickets **Submit a New Ticket**

Account
My Profile
Preferences
Logout

Your ticket details

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

Category

Issue type:

Computing:

- Desktop equipment
- Portable equipment
- Printing
- Telephony
- Audio-visual (seminar room equipment)
- Network access
- EUI Website
- Online Tools
- Other

Estate & Facilities:

- Small repairs
- Leaks and plumbing
- Cleaning
- Electricity
- Heating and air conditioning
- EUI cards
- Security and safety
- Other

- v. Give the message a subject relevant to your request (e.g: *Desktop Equipment – Computer does not start*), then fill in the main message with as much detail as possible to help us help

you quicker. If applicable, you can also attach a file to help give further information, for example a screenshot of an error message, or an error log. To do this, scroll below the message entry, and click *Upload File*. Once you have done all the above, click *Submit*:

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- Other

Message Details

Subject Desktop equipment - Computer Does not start

My office desktop does not start. It was fine when I switched it off last night, but this morning it does not work. I am in office VP 099.

Upload File(s) [Add File]

Submit

- vi. You have successfully created your ticket! The following screen will show, and you will receive an automated email to your inbox confirming that we have received your ticket.

Your request has been received

We have received your request and will get back to you with further details shortly. You can login to the support center or check your mailbox for further updates.

Ticket ID	#WSN-639-95243
Full Name	Smith, John
Email	john.smith@eui.eu

Subject: Desktop equipment - Computer Does not start

My office desktop does not start. It was fine when I switched it off last night, but this morning it does not work. I am in office VP 099.

We can now see your problem, and will work on assigning this to the correct person. If we respond to the ticket, you will receive an email which you can reply to directly if you need to give us more information.

Once the issue has been resolved, your ticket will be closed and you will be emailed notifying you of this change. You can still respond to the ticket however if you find the problem is not yet solved.

You can check the status of your ticket(s) at any time, simply by logging back into the Helpdesk, and clicking *My Tickets*, and then clicking on your relevant ticket.

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Home My Tickets Submit a New Ticket

Login

- My Profile
- Preferences
- Logout

My Tickets Submit a New Ticket

Latest Updates

No information available in this view