

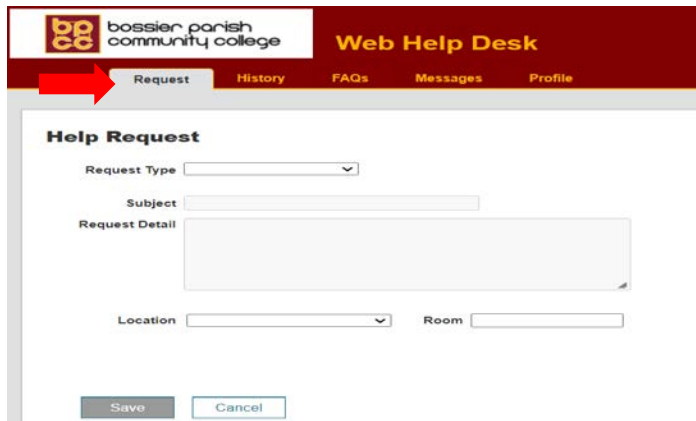
Help Desk Instructions

From the BPCC website, www.bpcc.edu, on "ABOUT BPCC" dropdown menu, select "Contact Us", scroll to COLLEGE DEPARTMENTS and click on "Computer Services". At the menu on the left side, click on "GETTING HELP"; on resulting page click on "Help Desk".

Or, use this link: <http://helpdesk.bpcc.edu>

Your login credentials will be the same to login to your BPCC computer.

Once logged in you will be at the "Request" tab, to enter a Help Request, per image below.

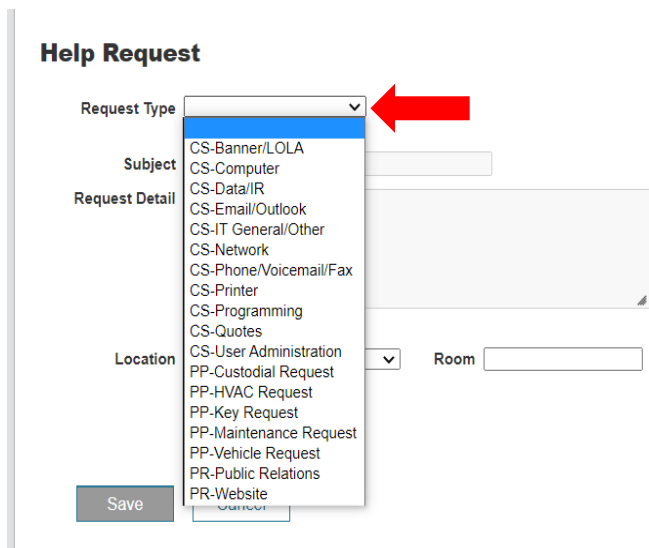


The screenshot shows the 'Web Help Desk' interface for Bossier Parish Community College. The top navigation bar includes 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. The 'Request' tab is selected, indicated by a red arrow. Below the navigation bar is the 'Help Request' form, which includes a 'Request Type' dropdown menu, a 'Subject' text field, a 'Request Detail' text area, a 'Location' dropdown menu, and a 'Room' text field. At the bottom of the form are 'Save' and 'Cancel' buttons.

At the "Request Type", select the type of service you are requesting (per image below).

Note: CS is for Computer Services, PP is for Physical Plant, and PR is for Public Relations. Please ensure you select the correct one to be received by the appropriate Department.

Add a "Subject" and complete "Request Detail" of your request, please be as concise as possible. Add File (s) at "Attachments" if applicable. Select BPCC at "Location" drop down menu and your building and office number (i.e. A123) at "Room"



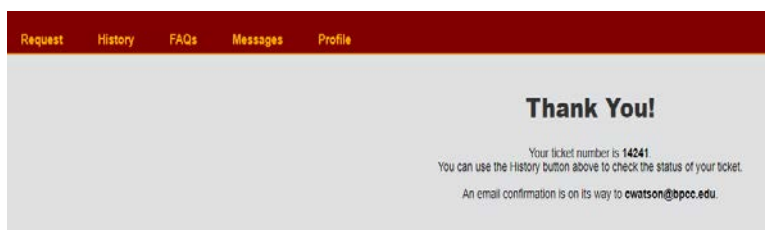
This screenshot shows the 'Request Type' dropdown menu expanded, displaying a list of request categories. A red arrow points to the dropdown arrow. The categories include CS (Computer Services), PP (Physical Plant), and PR (Public Relations). The 'Save' button is visible at the bottom left of the form area.

Request Type
CS-Banner/LOLA
CS-Computer
CS-Data/IR
CS-Email/Outlook
CS-IT General/Other
CS-Network
CS-Phone/Voicemail/Fax
CS-Printer
CS-Programming
CS-Quotes
CS-User Administration
PP-Custodial Request
PP-HVAC Request
PP-Key Request
PP-Maintenance Request
PP-Vehicle Request
PR-Public Relations
PR-Website

Here is a completed Help Request for informational purposes.

The screenshot shows the 'Help Request' form with the following fields: Request Type (CS-Data/IR), Subject (Test), Request Detail (Test for instructional purposes), Attachments (Add File), Location (BPCC), and Room (G149). There are 'Save' and 'Cancel' buttons at the bottom.

Once you click on “Save”, you will receive a Thank You message with your ticket number (per image below) as well as an email.



The ticket will be assigned to a tech, you will receive an email with the name of tech it was assigned. Please watch your emails for updates, if techs require further information they will add notes and email ticket to you. You can add information or answer tech questions in two ways, by clicking ticket number in email or logging into Web Help Desk and using “History” tab.

For adding information via email, click on link or the Ticket Number, you will be directed to the Help Desk login screen (per image below), log in using your BPCC computer login credentials.

PLEASE NOTE: Responding to emails generated by the helpdesk will not update the ticket and those emails are not delivered to any Computer Services and Institutional Research staff.

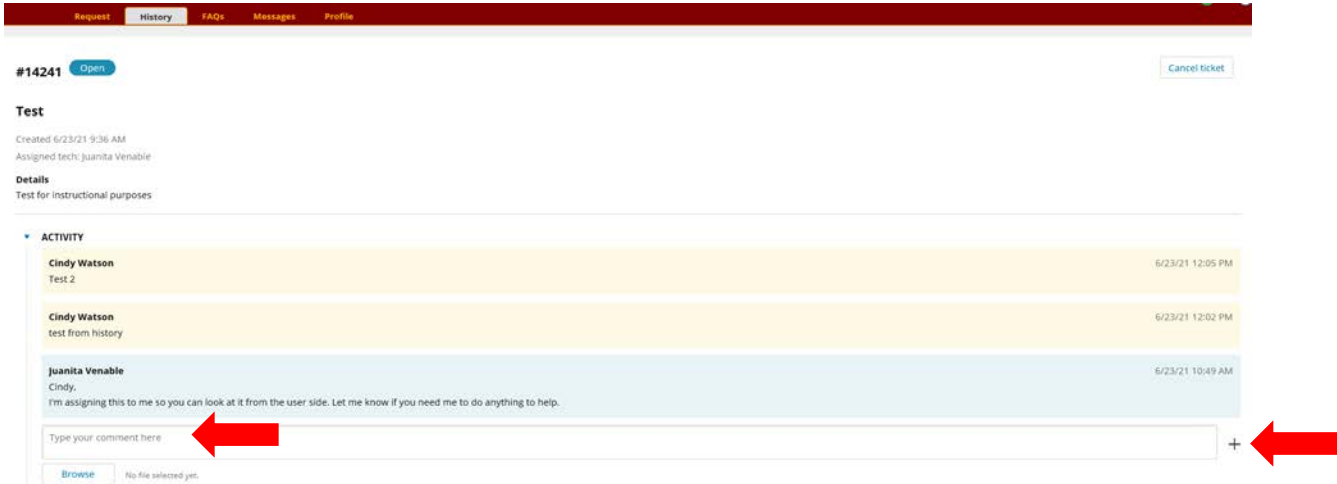


Cindy, thanks for using the help desk. You can check the status of your ticket (14241) at https://cs-hd.bpcc.edu:8443/helpdesk/WebObjects/Helpdesk_woa/wa/TicketActions/view?ticket=14241



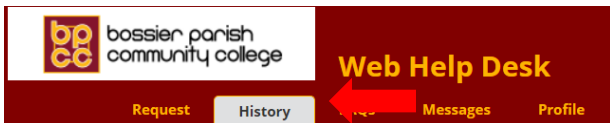
The 'Ticket Info' section shows: Ticket No.: 14241, Report Date: 6/23/21 9:36 am, Reporter: Cindy Watson <cwatson@bpcc.edu>, Location: BPCC, Room: G149, Tech: Juanita Venable <jvenable@bpcc.edu>, Status: Open, Request Type: CS-Data/IR, Subject: Test, Request Detail: Test for instructional purposes. The 'Notes' section shows a note from Juanita Venable dated 6/23/21 10:49 am: 'Cindy, I'm assigning this to me so you can look at it from the user side. Let me know if you need me to do anything to help.'

Once logged in, you will get the resulting screen (per image below). Type your comment at “Type your comment here” and click the plus sign (+) to the right. You will receive message “the ticket was updated”.

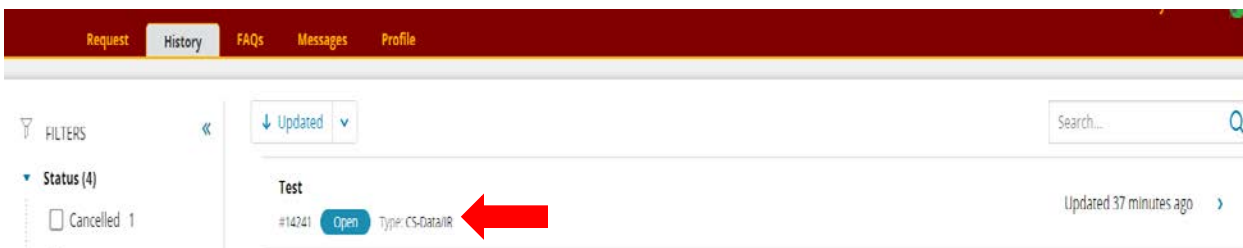


For adding information via logging into Web Help Desk, <http://helpdesk.bpcc.edu>

Click on “History Tab” (per image below)



This will show all tickets you have submitted, click on appropriate ticket (per image below).



“Ticket Details” will open on right side (per image below) of screen to cancel, add comment, and attach files. Type comments at “Type your comment here” and click plus sign (+) to the right. You will receive message “the ticket was updated”.

TICKET DETAILS ⓧ

#14241 Open Cancel ticket

Test

Created 6/23/21 9:36 AM
Assigned tech: Juanita Venable

Details
Test for instructional purposes

▼ **ACTIVITY**

Juanita Venable 6/23/21 10:49 AM
Cindy,
I'm assigning this to me so you can look at it from the user side. Let me know if you need me to do anything to help.

+

Browse No file selected yet.

▼ **REQUEST DETAILS**

You will receive an email of ticket with updated information, as well as notifying assigned tech the updates.