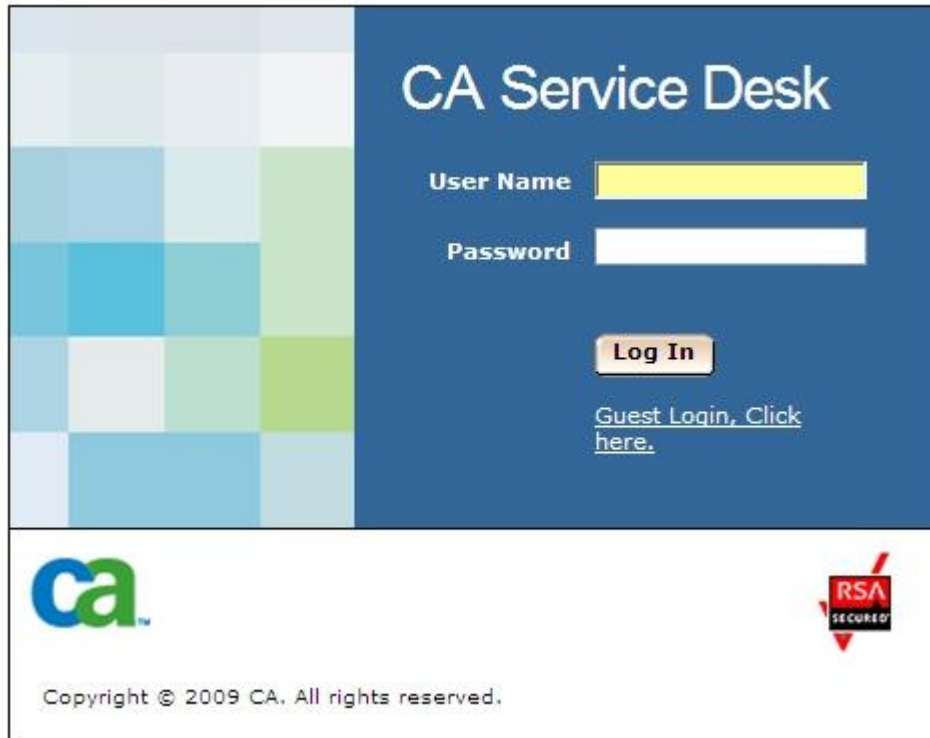


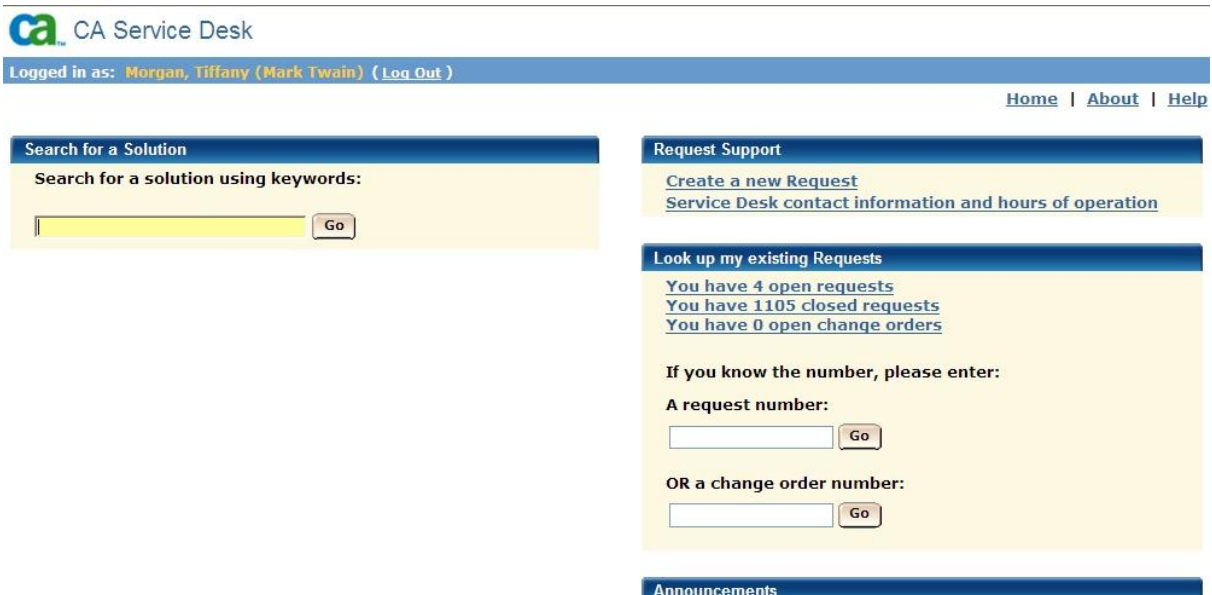
# Introduction

To open CA Service Desk open internet explorer browser and type the address <http://isssupport.tulsaschools.org> . The CA Service Desk Login page opens in your web browser. Enter the appropriate user ID and password in the text boxes provided, (**the Login ID and password is your network userid and password**) then click Login.



The image shows the CA Service Desk login page. It features a blue header with the text "CA Service Desk". Below the header, there are two input fields: "User Name" and "Password". A "Log In" button is positioned below the password field. Underneath the button, there is a link that says "Guest Login, Click here.". At the bottom of the page, there is a logo for "ca" and an "RSA SECURED" logo. The copyright notice at the bottom reads "Copyright © 2009 CA. All rights reserved."

When you click Login, the Welcome page opens.



The image shows the CA Service Desk welcome page. At the top, there is a header with the "ca" logo and the text "CA Service Desk". Below the header, there is a blue bar with the text "Logged in as: Morgan, Tiffany (Mark Twain) ( Log Out )". To the right of this bar, there are links for "Home | About | Help". The main content area is divided into several sections. On the left, there is a "Search for a Solution" section with a search box and a "Go" button. On the right, there is a "Request Support" section with links for "Create a new Request" and "Service Desk contact information and hours of operation". Below this, there is a "Look up my existing Requests" section with links for "You have 4 open requests", "You have 1105 closed requests", and "You have 0 open change orders". There are also input fields for "A request number:" and "OR a change order number:" with "Go" buttons. At the bottom, there is an "Announcements" section.

# Menu Bar

## Home

This menu bar item navigates you back to the home page.

From the Home page you can perform a variety of functions such as viewing your open, closed, or resolved requests, opening a new request, viewing announcements, searching for a solution, and displaying information about the Service Desk.

## Announcements

Selecting this item navigates you to the Announcements window. Announcements can be accessed from the link on the Home page, or accessed from the menu bar at the top of the page.

The Announcements window displays information for service desk users posted by the system administrator.

## Search for a Solution

This item allows you to search the Knowledge Tools database for a solution to your problem. Solution Search can be accessed from the link on the Home page, or accessed from the menu bar at the top of the page.

When accessing the Solution Search from the Home page, enter solution keywords in the edit box provided and press Enter. This will pass the keyword to Knowledge Tools and initiate a search based on the keywords entered.

## About

This item displays an information page for your Service Desk. About can be accessed from the link on the Home page, or accessed from the menu bar at the top of the page. This page typically contains contact information, as well as hours of operation.

## Logout

Exits the web interface, returning you to the login screen.

## Contact Us

Selecting the Contact tab gives you information about the ISS department.

# Creating a Work Order

Select the link from the home page [Create a new Request](#)

CA Service Desk

Logged in as: [Morgan, Tiffany \(Mark Twain\)](#) ( [Log Out](#) )

[Home](#) | [About](#) | [Help](#)

**Search for a Solution**

Search for a solution using keywords:

**Request Support**

[Create a new Request](#)

[Service Desk contact information and hours of operation](#)

**Look up my existing Requests**

[You have 4 open requests](#)  
[You have 1105 closed requests](#)  
[You have 0 open change orders](#)

If you know the number, please enter:

A request number:

OR a change order number:

**Announcements**

CA Service Desk

Logged in as: [Morgan, Tiffany \(Mark Twain\)](#) ( [Log Out](#) )

[Home](#) | [About](#) | [Help](#)

Create New Request 237457

**Reported by**  
Morgan, Tiffany (Mark Twain)

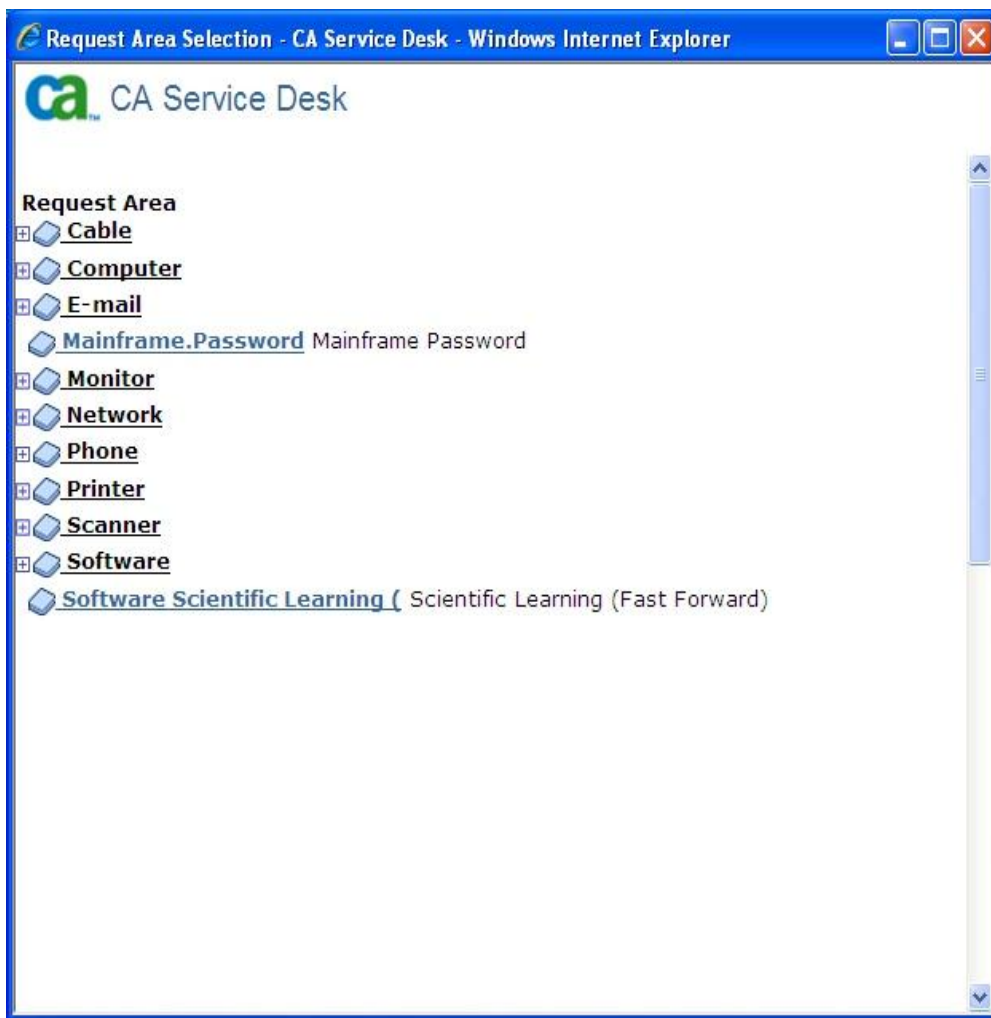
**Phone Number**

**Priority (required)**  
None ▾

**Request Description (required)**

**Email Address**

When creating a work order you can select what type of service you need based upon the request area you select. The request area is based upon a category and problem area. When you click **request area link** to select a request area the following window appear.



This window lists all the areas to which requests can be assigned. For example, your issue may be related to hardware or software areas. You can see the available areas in the tree and you can expand them if necessary.

Once you have selected the request area you are now ready to complete your request.

In the Request Description the following information is required:

Room number

Effective User who is having the problem

Computer Name

Computer service tag number or Monitor/printer

Problem

Example: Room 101 – John Doe Computer will not turn off. Computer name ESC-658152 service tag 6581852

At the bottom of the request description box may appear several questions that will arrive based upon request area.

After completing the request description you can do a spell check by click the spelling link.

You have the ability to attach a document or web link to your request by selecting the option attach document from the top menu.

CA Service Desk  
Logged in as: Morgan, Tiffany (Mark Twain) (Log Out)

Home | About | Help

Create New Request 237458

Save Cancel Reset **Attach Document**

**Reported by**  
Morgan, Tiffany (Mark Twain)

**Phone Number**  
833-8820

**Priority (required)**  
None

**Request Description (required)** **Spelling**  
Room - 10 - Setup new computer for new teacher.

**Room Number (required)**  
10

**Actual Affected End User (required)**  
Lori Hunt

**Have data from replacement PC been backed up to user folder? (required)** Yes (i.e. DD yes, no)

**Email Address**  
MorgaTi@tulsaschools.org

**Request Area**  
Computer.Setup

When you click the option to attach document the following screen appears.

CA Service Desk  
Logged in as: Morgan, Tiffany (Mark Twain) (Log Out)

Home | About | Help

Create New Attachment

Save Cancel Reset

Click the Locate File button to search for the file you wish to attach.

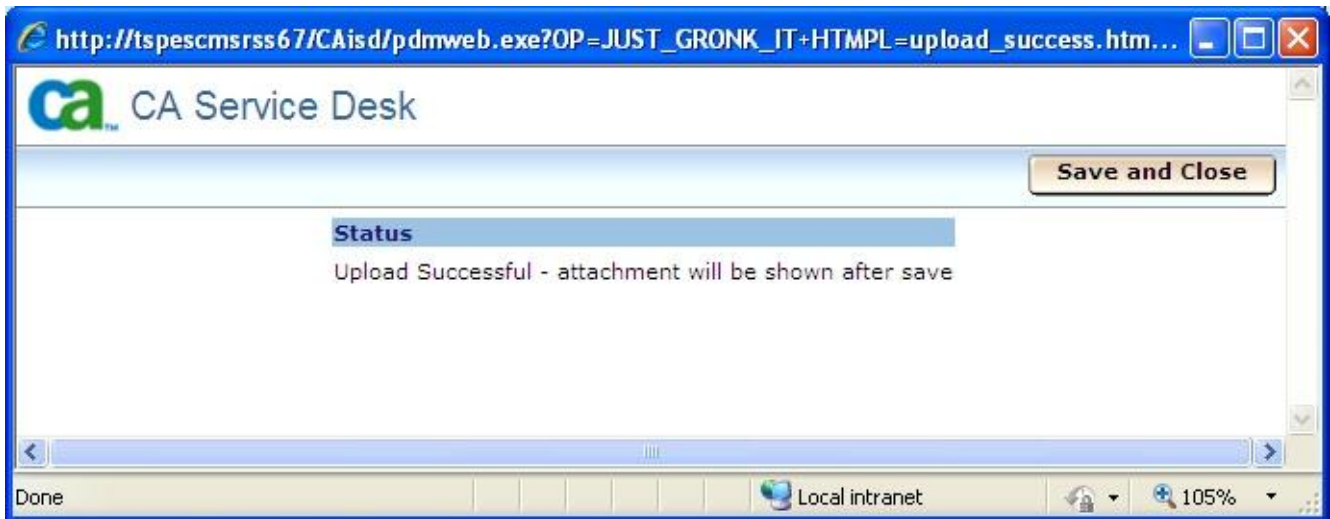
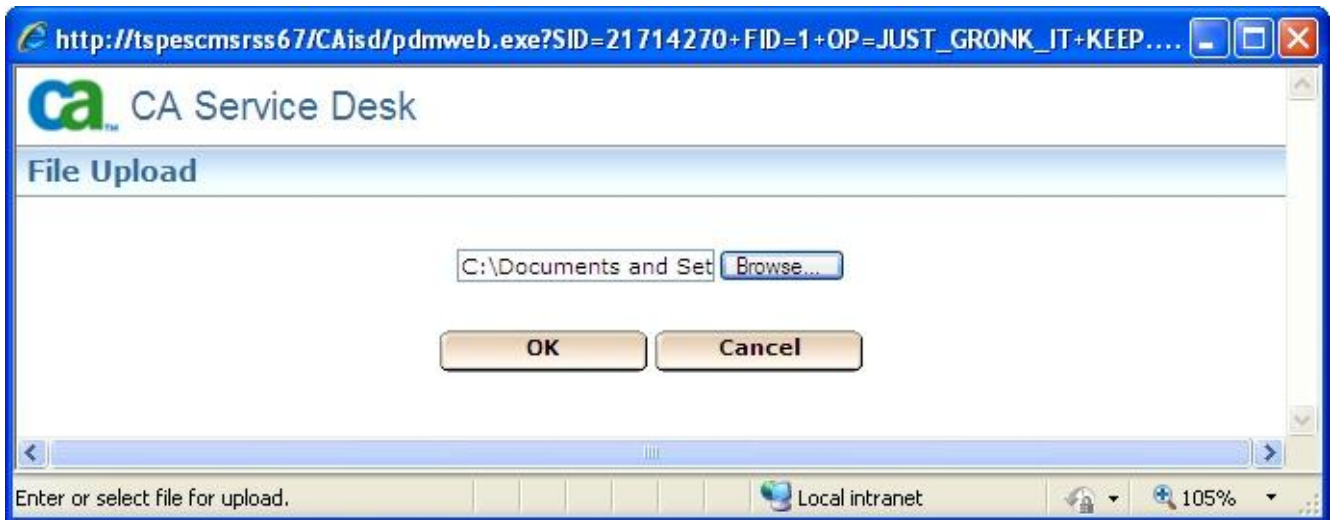
**Locate File**

OR

Specify a Web Page address and click the Save button.

**Web Page**  
[Text Input Field]

When you select locate file the dialogue box below will appear for you to browse and select your file. Once you have selected the file select OK.



Attachments			
Document	Description	Attached On	Status
<a href="#">ARE YOU A CHAMPION.doc</a>		07/08/2010 08:42 am	Installed

After completing all information required to create a request click the save option button.

CA Service Desk

Logged in as: **Morgan, Tiffany (Mark Twain)** (Log Out)

Home | About | Help

Create New Request 237458 Save Cancel Reset Attach Document

**Reported by**  
Morgan, Tiffany (Mark Twain)

**Phone Number**  
833-8820

**Priority (required)**  
None

**Request Description (required)** Spelling  
Room - 10 - Setup new computer for new teacher.

**Email Address**  
MorgaTi@tulsaschools.org

**Request Area**  
Computer.Setup

**Room Number (required)**  
10

**Actual Affected End User (required)**  
Lori Hunt

**Have data from replacement PC been backed up to user folder? (required)** Yes (i.e. DD yes, no)

The system will generate a request and you will receive an email confirmation of your request.

**Request Support**

**Request 237458 created. Click here to view.**

[Create a new Request](#)

[Service Desk contact information and hours of operation](#)

After creating a request you have the ability to edit the request, add comments or close the request.

CA Service Desk

Logged in as: **Morgan, Tiffany (Mark Twain)** (Log Out)

Home | About | Help

237458 Request Detail Edit Request Add Comment Attach Document Close Request

Open Date/Time	Status	Priority	Request Area
07/08/2010 08:37 am	Open	None	Computer.Setup

**Request Description**  
Room - 10 - Setup new computer for new teacher.

**Properties**

Name	Value	Example
Room Number	10	
Actual Affected End User	Lori Hunt	
Have data from replacement PC been backed up to user folder?	Yes	DD yes, no

**History**

Contact	Date	Type	Summary
Morgan, Tiffany (Mar	07/08/2010 08:37 am	Initial	Contact: Morgan, Tiffany (Mark Twain) Phone: 833-8820 Email: MorgaTi@tulsaschools.org

To edit the request click edit request, it will take you to a page that is similar to creating a request. Make your modifications then click save.

To add a comment, click add comment, a description box will appear, add comments and click save.

The screenshot shows the 'Add Comment to Request 237458' page in the CA Service Desk interface. At the top left is the CA logo and 'CA Service Desk'. Below that, a blue bar indicates the user is logged in as 'Morgan, Tiffany (Mark Twain)' with a 'Log Out' link. To the right of this bar are links for 'Home', 'About', and 'Help'. The main title of the page is 'Add Comment to Request 237458'. On the right side of this title bar are three buttons: 'Save', 'Cancel', and 'Reset'. Below the title bar, there is a section labeled 'User Description' with a dropdown menu currently set to 'Spelling'. Underneath this is a large, empty yellow text area for entering the comment.

To close the request click close request and type your resolution to the problem.

The screenshot shows the 'Close Request 237458' page in the CA Service Desk interface. At the top left is the CA logo and 'CA Service Desk'. Below that, a blue bar indicates the user is logged in as 'Morgan, Tiffany (Mark Twain)' with a 'Log Out' link. To the right of this bar are links for 'Home', 'About', and 'Help'. The main title of the page is 'Close Request 237458'. On the right side of this title bar are three buttons: 'Close Request', 'Leave Request Open', and 'Clear Remarks'. Below the title bar, there is a section labeled 'Current Status' with the text 'Open'. Underneath this is a section labeled 'Closing Remarks' with a dropdown menu currently set to 'Spelling'. Below this is a large, empty yellow text area for entering closing remarks.

This window lets you record closing remarks when resolving a request. The information you enter here is added to the History list at the bottom of the [Request Detail window](#). Status changes become part of the request history and can be useful when you research and update requests.



## Managing Tickets

From the main menu you have the ability to look at all open or closed tickets.

The screenshot shows the CA Service Desk main menu. At the top left is the logo and "CA Service Desk". Below it, a blue bar indicates the user is logged in as "Morgan, Tiffany (Mark Twain)" with a "Log Out" link. To the right are links for "Home", "About", and "Help". The main content area is divided into several sections: "Search for a Solution" with a search box and "Go" button; "Request Support" with links for "Create a new Request" and "Service Desk contact information and hours of operation"; "Look up my existing Requests" with links for "You have 4 open requests", "You have 1105 closed requests", and "You have 0 open change orders"; a section for entering request or change order numbers with "Go" buttons; and an "Announcements" section at the bottom.

To reopen a ticket click on the link “You have XXX closed requests”. It will take you to all closed ticket. Click on the request number of the request that need service. Click Reopen Request.

The screenshot shows the "237458 Request Detail" page. At the top left is the logo and "CA Service Desk". Below it, a blue bar indicates the user is logged in as "Morgan, Tiffany (Mark Twain)" with a "Log Out" link. To the right are links for "Home", "About", and "Help". The page title is "237458 Request Detail". In the top right corner, a "Reopen Request" button is circled in red. Below the title is a table with columns: "Open Date/Time", "Status", "Priority", and "Request Area". The row shows: "07/08/2010 08:37 am", "Closed", "None", and "Computer.Setup". Below the table is the "Request Description" section with the text: "Room - 10 - Setup new computer for new teacher." Below that is the "Properties" section with a table with columns: "Name", "Value", and "Example". The rows are: "Room Number" with value "10"; "Actual Affected End User" with value "Lori Hunt"; and "Have data from replacement PC been backed up to user folder?" with value "Yes" and example "DD yes, no". Below that is the "History" section with a table with columns: "Contact", "Date", "Type", and "Summary". The rows are: "Morgan, Tiffany (Mar)" on "07/08/2010 08:46 am" with "Close" type and "Problem Resolved" summary; "Morgan, Tiffany (Mar)" on "07/08/2010 08:45 am" with "Attach Doc" type and "Attach Document" summary; and "Morgan, Tiffany (Mar)" on "07/08/2010 08:37 am" with "Initial" type and "Contact: Morgan, Tiffany (Mark Twain) Phone: 833-8820 Email: MorgaTi@tulsaschools.org" summary.

Reopen Request 237458

[Reopen Request](#)

[Leave Request Closed](#)

[Clear Remarks](#)

**Current Status**

Closed

**Opening Remarks**

[Spelling](#)