



How to Use the Service Desk for This Course

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What is a service desk?

- A service desk is an issue tracking system. See https://en.wikipedia.org/wiki/Issue_tracking_system
- My service desk system is based on the Jira Service Desk product. See <https://www.atlassian.com/software/jira/service-desk>
- Each course that I teach has its own Jira Service Desk project.

Why use a service desk?

- Email from students gets lost in my email inbox.
- Emails from students are often unclear regarding which course the student is taking and exactly what help they need.
- Service desk tickets are associated with a specific course and they are labeled by request type.
- Service desk tickets can be responded to by me, the TA, or both.
- Service desk tickets remain open until they are marked as resolved.

Finding the service desk for your course

- There is a link to the service desk portal for your course on your Moodle page under *Contact Us*.
- There is another link to the service desk portal for your course in the course syllabus under *Contacting Instructor or TA*.
- Remember to bookmark this link in your browser.
- There are also links to the *Service Desk Introduction* page on Moodle and in the syllabus.

Setting up an account on the Jira server

- Follow one of the links provided to the service desk portal for your course.
- Click the *Sign up for account* link.
- Provide your university email address. This will be your username.
- The Jira server will send you a confirmation email (be patient).
- Enter your full name and password.
- You will be taken to the portal page for your service desk.

Opening a new ticket

- Choose the most relevant request type and click the link.
- Fill out the the form:
 - Summary
 - Description
 - Attachments (if any)
- Click *Create*.
- Your ticket will be displayed.

Understanding ticket workflow

- After creating a ticket, you will receive a confirmation email from the server (be patient). Then, the ping-pong workflow begins...
- The status of *Waiting for Support* means that you are waiting on the instructor and/or TA –we are support in this dialog.
- The status of *Waiting for Customer* means that we are waiting for you –you are the customer in this dialog.
- Every time there is a post, the server toggles the status and sends a confirmation email (be patient).
- This ping-pong workflow continues until someone clicks *Resolve this issue*.

Responding to a post on your ticket

- Click on the link in your confirmation email.
- Log in when prompted.
- The ticket will open –ready for your interaction.
- Use the comment box to post a comment or upload a file.
- Or, click *Resolve this issue* if appropriate.
- Or, click *Cancel request* if appropriate.
- Avoid clicking *Escalate*. It is not part of our workflow.
- Log out when you are done.

Working in the service desk portal

- Click the link to the service desk portal for your course provided on either your Moodle page or your syllabus.
- Log in with your username and password.
- To see tickets, click the *Requests* link in upper right.
- Choose *My requests*.
- To choose a ticket, click the link for *Reference* or *Summary*.
- Interact with your ticket appropriately.
- To enter a new ticket, click on the name of the service desk project in the breadcrumbs.

Recovering a lost password

- Start at the login page for the service desk portal.
- Click the *Forgot your password?* Link.
- Enter your username (it should be your full email address).
- Click *Email me*.
- The server will send you an email (be very patient).
- Open the email and click *Reset my password*.
- Enter *New password* and *Confirm*.
- Click *Create*.
- Click *Requests* in the upper right.
- Click *My Requests*. Then, choose and interact with your ticket.

Recovering from a total meltdown

- Go to the *Service Desk Welcome Page*.
- Read and follow directions there.
- If you need further help, go to the *Email-Related Problems* page.

Opening a greetings ticket

- Open a greetings ticket during the Week 1 of the course.
- Use "Greetings" for the summary field. Say anything appropriate in the description field.
- Use this ticket to practice interacting with the Web application.
- Use this ticket to practice interacting with us.
- Mark the ticket as resolved when we are done.