

How to Use the Service Desk for This Course

Agenda

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What is a service desk?

- **Service desk** is just one of many names for an **issue tracking system**.
- See the Wikipedia main article on [Issue Tracking System](#).
- Our issue tracking system is based upon the [Jira Service Management](#) product.
- In this product, one can create separate projects for each group of users. These projects are called *service desks*.
- I have created a separate service desk project for each course section that I am teaching.
- Atlassian calls the transactions on this system *requests* or *issues*.
- I use the more common name: *tickets*.

Why use a service desk?

- Email from students gets lost in my inbox.
- Student emails are often unclear about the student's university, course, or section.
- Tickets on the service desk can be worked by the instructor, the TA, or a grader.
- Tickets remain open until someone closes them.

Finding *the service desk for this course*

- Links to service desk portals for current course sections are listed on the [Service Desk Introduction](#) page. This list is **at the bottom of the page**.
- There is a link to the service desk portal for your course on our Canvas site under the *Contact Us* heading.
- There is also a link to the service desk portal for your course on the syllabus under the *Contacting Instructor or TA* heading.

Creating your 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.
- For your username, enter your full University email address.
- The Jira server will send you a confirmation email. Be patient. It might take a while to get the confirmation email.
- When prompted to enter your name, please enter the same full name that you are using for this course on Canvas.
- You will be logged in and taken to the the portal page for the service desk.

Opening a new ticket

- When you need help on a new issue, use the service desk portal to open a new ticket.
- **Do NOT open duplicate tickets.** Students often open duplicate tickets because they haven't learned how to navigate to a ticket that they opened previously.
- Fill out the form:
 - Summary
 - Description
 - Attachments (if any)
- Click *Create*.
- Your newly created ticket will be displayed.
- When you need help with your code. Zip up your PyCharm project and upload it to your ticket as an attachment. This will **help us help you**.

Understanding ticket workflow

- Diagnostics in this system are between **customer** and **support**.
- As a student, you are **customer**.
- As an instructor, TA, or Grader, we are **support**.
- When you enter a new ticket, the status becomes **waiting for support**.
- When we reply, the status becomes **waiting for customer**.
- This continues (like a ping pong game) until one of us closes the ticket by marking it as **resolved**.
- When you have received all of the help that you need, please mark your ticket as **resolved**.

Responding to a post on your ticket

- When someone posts to your ticket, you will receive an email from the Jira server.
- Click the link in the email and 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*
- Or, click *Cancel request*
- Please. **DO NOT CLICK ON ESCALATE.** It just creates a mess.

Working in the service desk portal

- Navigate to the service desk portal using one of the links provided.
- Log in with your username and password. Remember that your username should be your full University email address.
- To see your tickets, click the *Requests* link in the upper right.
- Choose *My requests*.
- To choose a ticket, click in the *Reference* or *Summary* column.
- Interact with your ticket appropriately.
- To enter a new ticket, click on *create a request*. Then find your service desk project in the list and click through.

Recovering a lost password

- Start at the login page for the service desk portal.
- Click the *Forgot your password?* link.
- Click *Email me*.
- The Jira server will send you an email. You must be very patient. It can be slow.
- 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 Introduction](#) page.
- Read and follow the directions there.
- If you need further help, go to the [Help for Email-Related Problems](#) page.
- If you are still stuck, plan to attend the next lab session where I can help you.
- In a true emergency situation, you may contact me by text or voice using my mobile phone at 847-650-9706.

Making your Greetings Post

- You are expected to make a Greetings Post to the service desk for this course during the first 2 weeks of the semester.
- Consider doing this right now!
- For *Request Type*, choose *Other Issue*.
- For *Summary*, type *Greetings*.
- For *Description*, type something like *This is my Greetings Post*.
- Do not upload an attachment.
- Click *Create*, to create the ticket.
- Use this ticket to practice interacting with us.
- When you are done interacting, **please close the ticket by marking it *Resolved***.

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