Online IT Work Request Guidebook
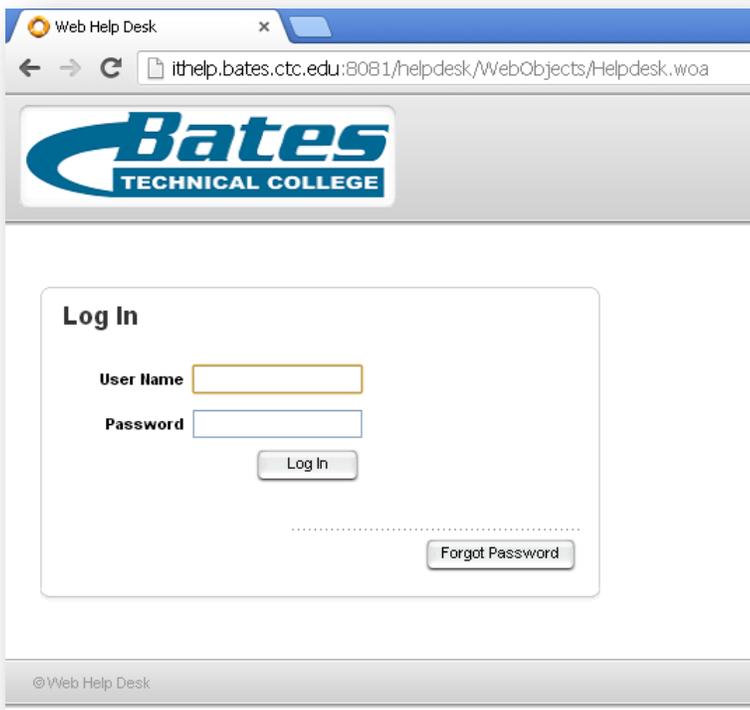
Updated 4/13

Some of you have already been using the online Work Request (www.bates.ctc.edu/Forms) to submit tickets to the IT Department for your needs. We really appreciate it!

For those of you unaware of our new method to submit work orders, below is a quick-and-easy guide to help you get started.

1) Go to **www.bates.ctc.edu/Forms** and find the **'Work Request'** link under the **Information Technology** category. Click on the link, and you will see this screen:

2) Log into the online work request with your network credentials (the same username and password that you use to log into your work computer), click **'Log In,'** and you will see the screen below. Click the drop-down arrow to choose the request type, and pick the closest option that meets your needs.

Based on what you pick for the request type, various options will populate. Fill in all information you can and click **'SAVE'**. You can also browse and upload a file (such as a screenshot of the error message you are receiving, or some other item that will help explain your issue).

Web Help Desk

ithelp.bates.ctc.edu:8081/helpdesk/WebObjects/Helpdesk.woa/wo/0.11.1.1.9.7.4.1

Bates TECHNICAL COLLEGE

Request | History | FAQs | Messages | Profile

Chelsea Lindquist

Help Request

Request Type

Subject

Request Detail

Location Downtown | **Room** DT M332

Cancel | Save

File   Edit   View   Favorites   Tools   Help

Bates TECHNICAL COLLEGE

Request | History | FAQs | Messages | Profile

Kevin Loveland

Help Request

Request Type Software | Install

Instructions Please describe the issue in detail including any error messages. Use the Attachment button to include any screen shots or supporting documentation.

Request Detail Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work

Budget 1111-222-3333

Bates ID Tag # s800000

Transfer to Budget #:

Amount

P.O.

Invoice #

Attachments Add File

Location Downtown | **Room** DT M118

Cancel | Save

3) You will then get a confirmation message that your ticket is created with a ticket number assigned.

Bates
TECHNICAL COLLEGE   Request   History   FAQs   Messages   Profile

Thank You!

Your ticket number is 331.
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to kloveland@bates.ctc.edu.

4) You will also receive an email with a link to check the status of your ticket:

From:	IT Help Desk
To:	Kevin Loveland
Cc:	
Subject:	Ticket 331 Open --> Please purchase a license and install Angry Bir...

Kevin, thanks for using the help desk. You can check the status of your ticket (331) at

http://Elmo:8081/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=331

Ticket Info

Ticket No.: 331

Report Date: 3/22/13 10:43 am

Est. Due Date: 3/28/13 10:43 am

Reporter: Kevin Loveland <kloveland@bates.ctc.edu>

Location: Downtown

Room: DT M118

Department: IT

Tech: IT Admin

Status: Open

Request Type: Software > Install

Request Detail:
Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work

Budget: 1111-222-3333

Bates ID Tag #: s800000

5) An IT Technician will be assigned to your ticket. When they are able to address it and believe they have finished the request, they will assign it a status of "RESOLVED," which will generate an email to you, asking for a yes or no confirmation:

ℹ If there are problems with how this message is displayed, click here to view it in a web browser.

From:	IT Help Desk
To:	Kevin Loveland
Cc:	
Subject:	Please respond: Ticket 331 Resolved (Updated) --> Please purchase a license and install Angry Bir...

Kevin, thank you for using the help desk. Your ticket (331) has been resolved. DO NOT REPLY to this email.

Please confirm the resolution.

Feedback

We believe the work indicated in this ticket has been completed. Do you agree? Yes No

Ticket Info

Ticket No.: 331

Report Date: 3/22/13 10:43 am

Est. Due Date: 3/28/13 10:48 am

Reporter: Kevin Loveland <kloveland@bates.ctc.edu>

Location: Downtown

Room: DT M118

Department: IT

Tech: Jeanene Pedee

Status: Resolved

Request Type: Software > Install

Request Detail: Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work

Budget: 1111-222-3333

Bates ID Tag #: s800000

Assets

Asset No.	Model	Serial No.
753	Dell Inc. OptiPlex 745	8WXKZC1

Assets

Asset No.	Model	Serial No.
753	Dell Inc. OptiPlex 745	8WXKZC1

Notes

Date	Name	Note Text
3/22/13 11:00 am	Jeanene Pedee	And it only works on the 30th of February.
3/22/13 10:54 am	Kevin Loveland	The software is installed but it set to only be able to run between the hours of 12:01 a.m to 5:00 a.m on saturday and sunday.

Recipients

Jeanene Pedee

Kevin Loveland <kloveland@bates.ctc.edu>

6) At this point, if you click **'YES'** or **'NO'**, it will bring you to a login again like the first step. If you said **'YES,'** you will have to re-confirm the work request item has been done by clicking **'Yes'** again:

Ticket 331

We believe the work indicated in this ticket has been completed. Do you agree?   Yes   No

Report Date	3/22/13 10:43 am
Status	Resolved
Close Date	
Location	Downtown
Room	DT M118
Department	IT
Request Type	Software • Install
Request Detail	Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work
Tech	Jeanene Pedee
Budget	1111-222-3333
Bates ID Tag #	s800000
Transfer to Budget #:	
Amount	
P.O.	
Invoice #	
Attachments	

Assets	Asset No.	Model	Serial No.		Network Name	
	753	Dell Inc. OptiPlex 745	8WXKZC1	S40780		ⓘ

Notes	Date	Name	Note Text	
	3/22/13 11:00 am	Jeanene Pedee	And it only works on the 30th of February. 14 minutes ago	#560
	3/22/13 10:54 am	Kevin Loveland	The software is installed but it set to only be able to run between the hours of 12:01 a.m to 5:00 a.m on saturday and sunday. 21 minutes ago	#559

Done

7) If you clicked **"Yes",** you will see a ticket history and receive an email, and the ticket status will change to closed.
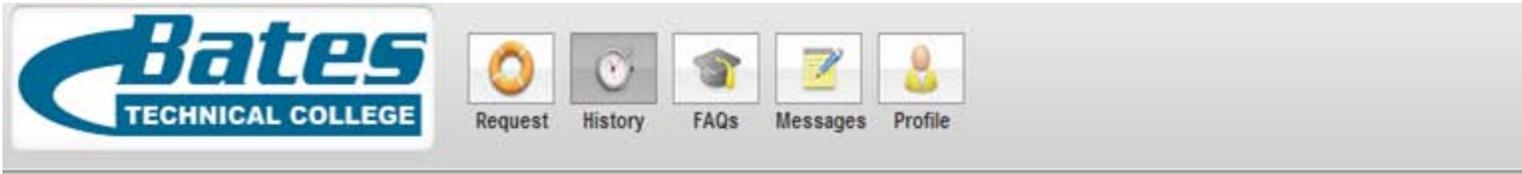
Ticket History

No.	Date	Updated	Status	Request Detail
331	3/22/13	3/22/13	Closed	Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work

1 item

8) If you click **'No,'** it will bring up the ticket and let you add a note as to why you feel it's still not resolved and will reset the ticket back to *Open*. This will send an email to the assigned Tech so they are aware it's still not completed. You will get an email: (click on the 'add note' in bottom right hand corner and then 'Save'.)

Ticket 331

Report Date   3/22/13 10:43 am
Status   Closed
Location   Downtown
Room   DT M118
Department   IT
Request Type   Software • Install
Request Detail   Please purchase a license and install Angry Birds so i can burn up 4 hours of my day at work
Tech   Jeanene Pedee
Budget   1111-222-3333
Bates ID Tag #   s800000
Transfer to Budget #:
Amount
P.O.
Invoice #
Attachments   Add File

Assets	Asset No.	Model	Serial No.	Network Name	
	753	Dell Inc. OptiPlex 745	8WXKZC1	S40780	ⓘ

Notes	Date	Name	Note Text	
	3/22/13 11:00 am	Jeanene Pedee	And it only works on the 30th of February. *1 hour ago*	#560
	3/22/13 10:54 am	Kevin Loveland	The software is installed but it set to only be able to run between the hours of 12:01 a.m to 5:00 a.m on saturday and sunday. *2 hours ago*	#559

Add Note

Cancel   Save