# End-User Guide

## *NEOMIN Web Help Desk*

neomin

Implemented July 20, 2018

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# NEOMIN Web Help Desk

## Introduction

*NEOMIN Web Help Desk* is a web-based automated ticket management software that NEOMIN uses to manage help requests from end-users.

Click on "**NEOMIN Web Help Desk**" from NEOMIN's home page ([www.neomin.org](http://www.neomin.org)) or open a web browser (e.g. Google Chrome) and navigate to the direct URL provided below.

**NEOMIN Web Help Desk link on NEOMIN's Home Page:**



| Direct URL: | https://helpdesk.neomin.org:8443 |
| --- | --- |
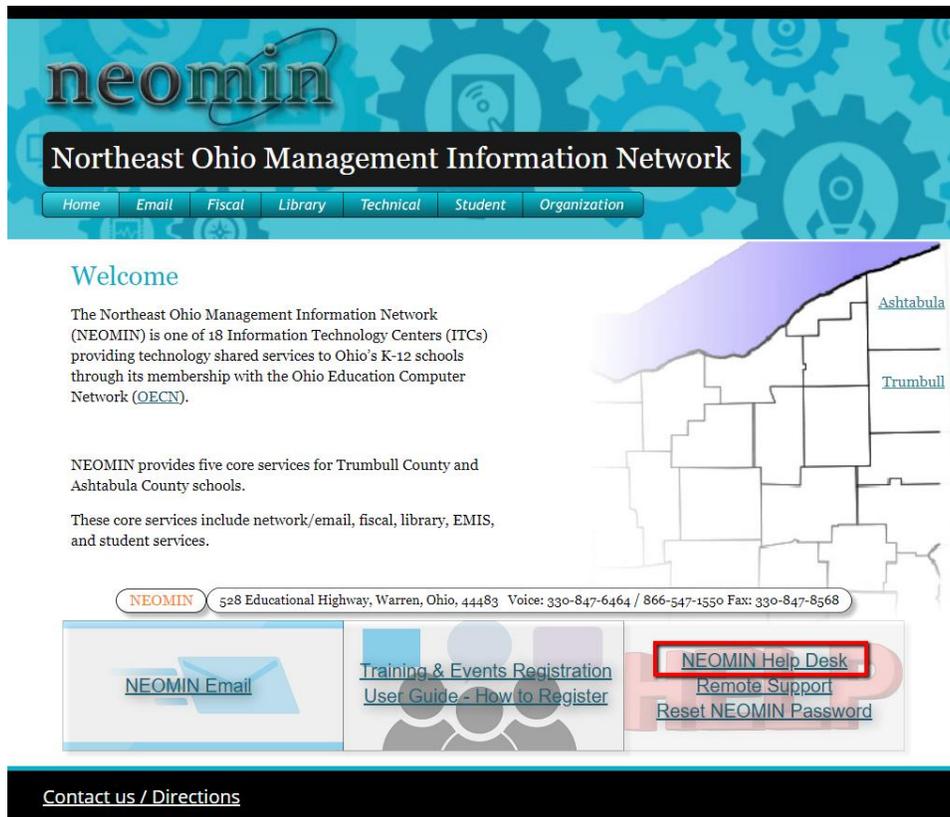
# NEOMIN Web Help Desk

## How to Create a New Account

1.  Navigate to NEOMIN Web Help Desk at https://helpdesk.neomin.org:8443 or click on NEOMIN Web Help Desk from NEOMIN's home page.

2.  Click "**New Account**":
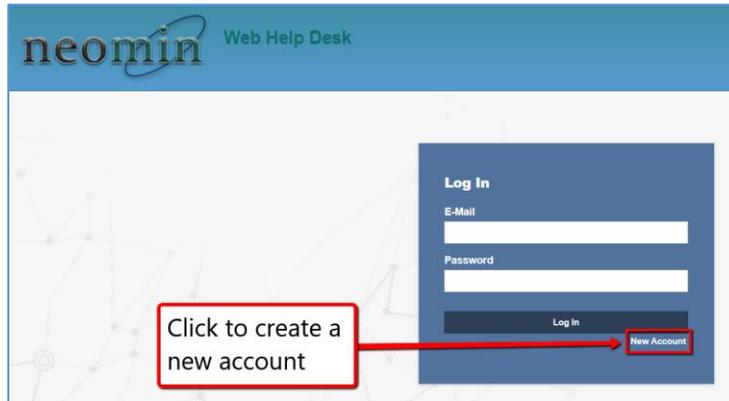


3.  Fill out the form and press "**Submit**":

    a.  Required fields: *First Name, Last Name, E-Mail*

    b.  Please include your *Location* (school district)
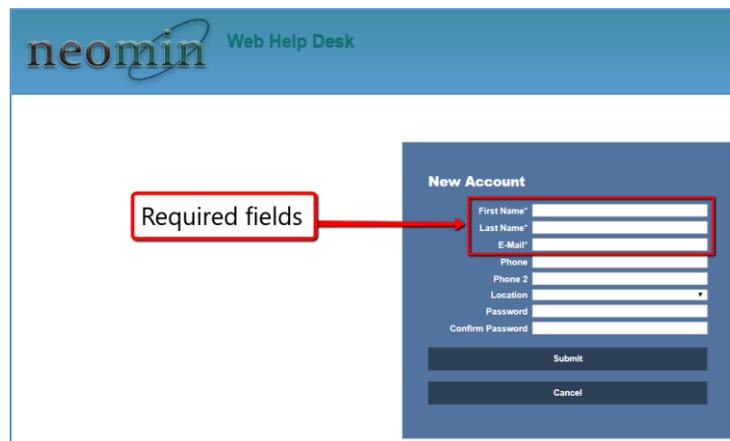


4.  You will receive an email to confirm your account creation and validate your email address. **You <u>must</u> click the link to validate your email address or you will not be able to login.** After verifying your account, you can login and use NEOMIN Web Help Desk to submit help requests.

# NEOMIN Web Help Desk

## Web Help Desk Interface

### End-User Interface:

End-users create tickets through the Web using the **Web Help Desk End-User Interface**. The end-user interface is what end-users see when they log in:
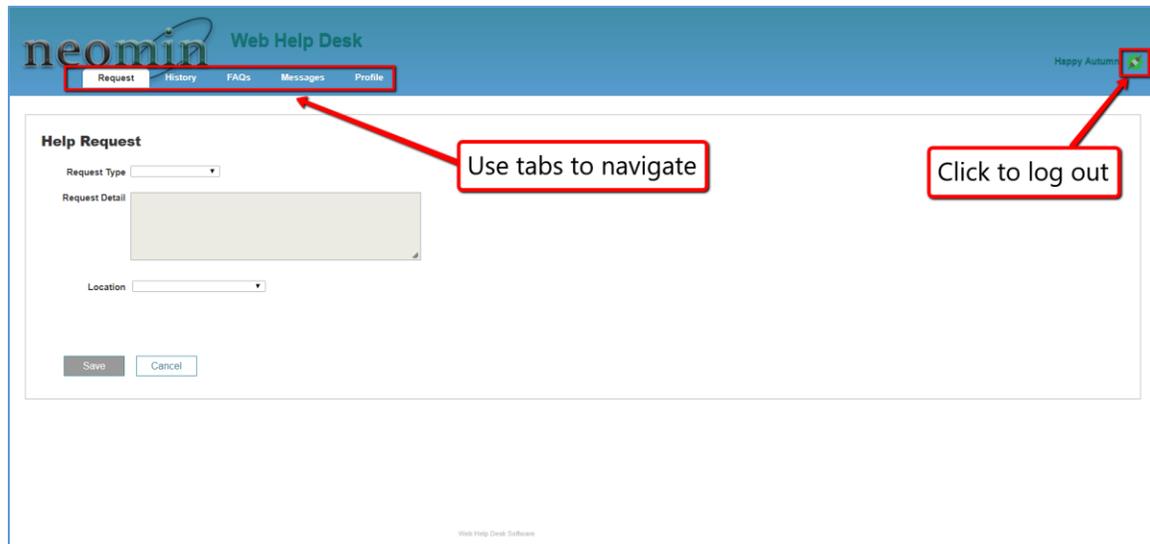


The end-user interface has five navigational tabs:

1. **Request** tab – default screen to enter a new help request

2. **History** tab – view and manage all tickets

3. **FAQs** tab – if populated by NEOMIN, this section provides commonly asked questions and answers that pertain to a particular topic

4. **Messages** tab – provides alert messages from NEOMIN. If there is an alert message, this tab will display as the default screen when logging into the end-user interface. After reading the message, proceed to other tabs as needed.

5. **Profile** tab – manage your NEOMIN web help desk account

# NEOMIN Web Help Desk

## How to Create a New Help Request

1. Navigate to NEOMIN Web Help Desk at https://helpdesk.neomin.org:8443 or click on NEOMIN Web Help Desk from NEOMIN's home page.

2. Create a new account or login using an existing account. Use the password reset link if you forgot your password.

3. On the Request tab, select a **Request Type** from the drop-down. The help request form will change to reflect required information specific to the selected request type and sub-type.

    - Please review instructions, if provided, as they are specific to each request type.

    - If there is a "Related FAQ" that is specific to the request type, it will display on the right side of the screen.
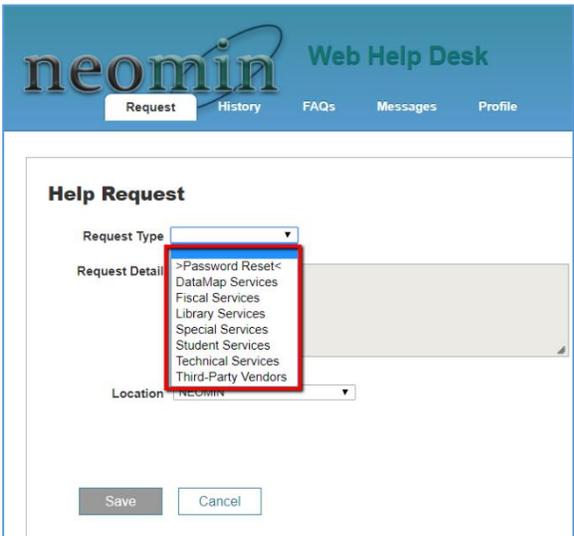
4. Fill out the form with as much detail as possible and click **Save** to submit your help request.

5. After you click Save, a "Thank you!" message appears and displays the ticket number assigned to your help request. You will receive an email confirmation to manage your request via email, if desired.

    Example:

Sample Email Confirmation Message:

Ticket 59 Open --> Test    Inbox    x

**helpdesk@neomin.org**
to me ▾

neomin

**Ticket 59**

Hello Happy,

We have received your help request.

You have the option to correspond with us using this email or by logging into NEOMIN's Web Help Desk. To use email, simply reply to this message or click "Add Note". Your comments display, below, as a yellow note; NEOMIN's comments display as a blue note.

You can view and manage your help request (Ticket #59) in our web help desk at
https://helpdesk.neomin.org:8443/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=59

Kind Regards,
NEOMIN Support

Add Note   Cancel Ticket

On 7/9/18, at 10:12 am, Happy Autumn wrote:
Test

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## How to View and Manage Tickets

View and manage tickets by clicking on the "History" tab.



Search by ticket number or search tickets by typing search terms in the "Contains" box and click "Search". Change the **Status** drop-down to view all status types, or specific types. (Note: The "All Active" status includes all ticket statuses except Closed and Cancelled.)



To open a ticket, click on the ticket number:



To add a note, add a file, or cancel a ticket:

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## How to Respond to Tickets Using Email

You have the option to correspond with NEOMIN using email or by logging into NEOMIN's Web Help Desk.

To use email, simply reply to the email message or click "Add Note".

Your comments display as a yellow note; NEOMIN's comments display as a blue note.



If you click "Reply" to the email:

If you click "Add Note":

Ticket:60 Action:Update

helpdesk Helpdesk

Ticket:60 Action:Update

REPLACE THIS TEXT WITH YOUR NOTE FOR TICKET 60. Do not include your signature.

Send

# NEOMIN Web Help Desk

## Messages Tab

NEOMIN can send alert messages to their end-users using the "Messages" tab. When there is an alert, the messages tab will be the default screen displayed after logging into the NEOMIN Web Help Desk. After reading the alert, navigate to other tabs as needed.

**Sample Alert Message:**

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## User Profile

End-users manage their own NEOMIN Web Help Desk account.

**Things to Note:**

- If your name changes, make the appropriate first and last name changes, as these reflect who you are in the NEOMIN analyst interface.

- **E-Mail**: use this address to respond to tickets, cancel tickets, or send attachments.  If your email address changes, be sure to change it here.

- **Secondary E-Mail**: allows for additional email addresses on your account.  Use this address to respond to tickets, cancel tickets, or send attachments.

- **Password:** change your password by typing a new password and confirming the new password in the "Confirm Password" field.

**Example:**