Using Imagine!'s IT Help Desk

To Access the Imagine! Help Desk please open your web browser to:

http://helpdesk.imaginecolorado.org/

Press Ctrl + Click to open this link from this document.

The first thing you will see is a login screen. To access the help desk, enter the user name and password that you use for Outlook—this is your Active Directory (network) user name and password. *Do not enter your full email address for your user name, just the part before the @ sign.*

You will be taken to the main Help Desk screen. From the main help desk screen, pictured below, you can:

- Submit a service request
- View your old service requests
- Access a calendar to see a schedule of submitted service requests
- View common problems and their solutions

Submitting a Service Request

Click on the "Submit a service request" link on the main help desk screen, pictured on the previous page, to submit your request. You will be taken to the screen pictured below to file your request.

1. Select a category, such as Applications, Hardware or Multimedia from the Category menu.

2. If applicable, select a sub-category from the Sub-Category menu.
    Please note that not all categories have a subcategory menu.

3. Enter a title for your request in the Title field.
    As you type in the title of your request, a screen like the one pictured below might appear. The system is attempting to predict relevant knowledge base items for you. If the FAQ looks like it is applicable to your situation, click on the link provided. Or close the box by clicking the X icon.

4. Enter a brief but detailed description for your request in the Description field.

5. Rate the urgency of your request as Urgent, High, Normal or Low in the Urgency drop-down menu.

6. Ignore the Main Asset field. It is not applicable at this time.

7. Click the Add button to attach up to three attachments at a time to your request.
   An example of something you might want to attach to your request would be a screen shot of an error message you are receiving.

8. Hit Submit.

If your request has been submitted successfully, you will receive a confirmation message like the one pictured below letting you know the ID of your service request and when a solution is due. The due date of your request depends on how urgent the request is.

Your Service Request has been received .
A solution is due by 5/5/11 6:31 AM.
The ID of your Service Request is 255.

Viewing Your Service Requests

Click on the "View your old service requests" link on the main help desk screen (pictured on page one of this document) to view your service requests. You will be taken to a screen like the one pictured below where you will see a list of all your service requests. Click on any row to open a request.

#	Modify Time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
256	4/25/11 10:34 AM	Applications	NetSuite	Just me	Testing due dates. Please	New	none	Urgent	Normal	
255	4/25/11 10:31 AM	Applications	NetSuite	Hi Lucy	I am just submitting	New	none	Low	Normal	

When you open a request, you can do three things:

- View the solution to your request.
- Add a note to your request.
- Add attachments to your request.

Please refer to the screen shot on the next page.

Remember to hit the Submit button if you add a note and/or attachments to your request.

# Accessing Your Calendar

Click on the "SysAid Calendar" link on the main help desk screen (pictured on page one of this document) to view a timeline of your service requests. You will be taken to a screen like the one pictured below where you can see when your requests were submitted and when they are due.
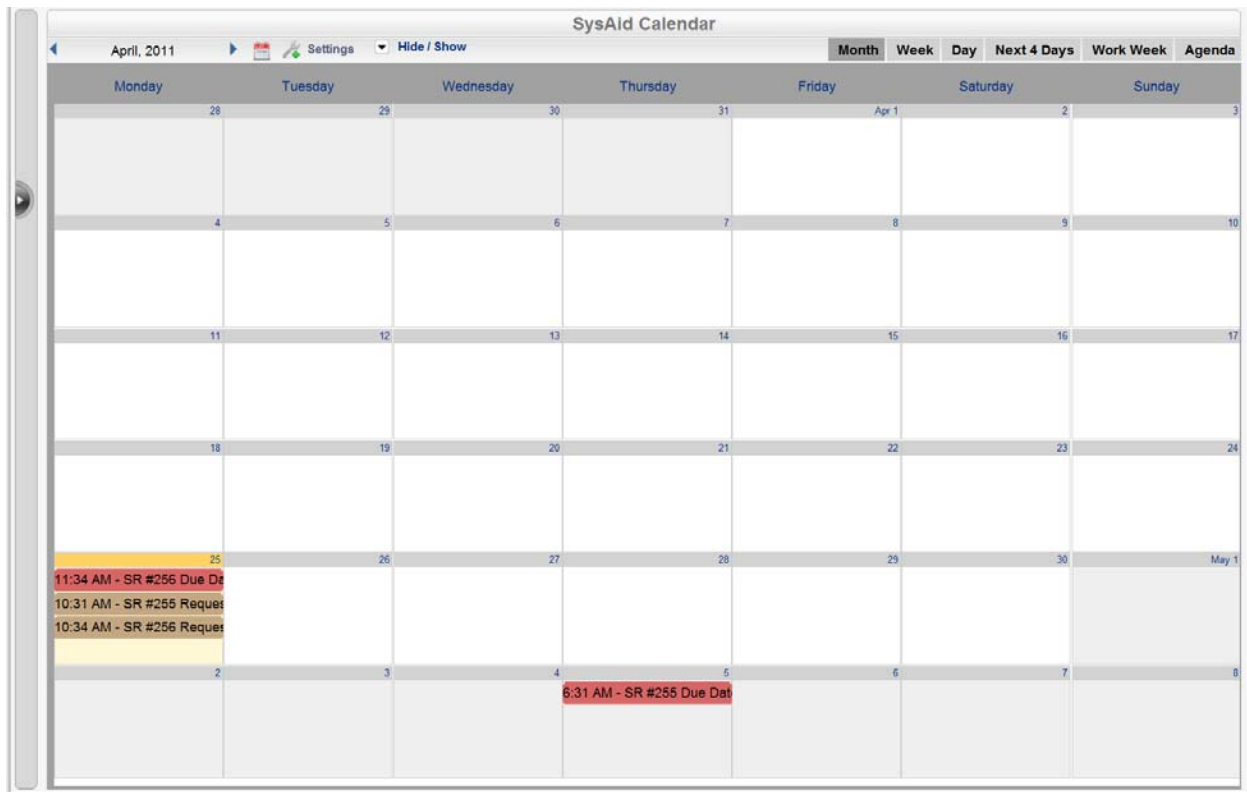
At the top of the calendar screen, pictured in the screen shot below, you will find lots of options and settings to select from. Use these settings to change your view of the calendar.
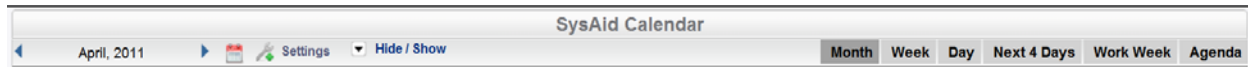
Viewing Common Problems & Solutions

Click on the "Self Service –view common problems and their solutions" link on the main help desk screen (pictured on page one of this document) to view the help desk knowledge base. You will be taken to a screen like the one pictured below.
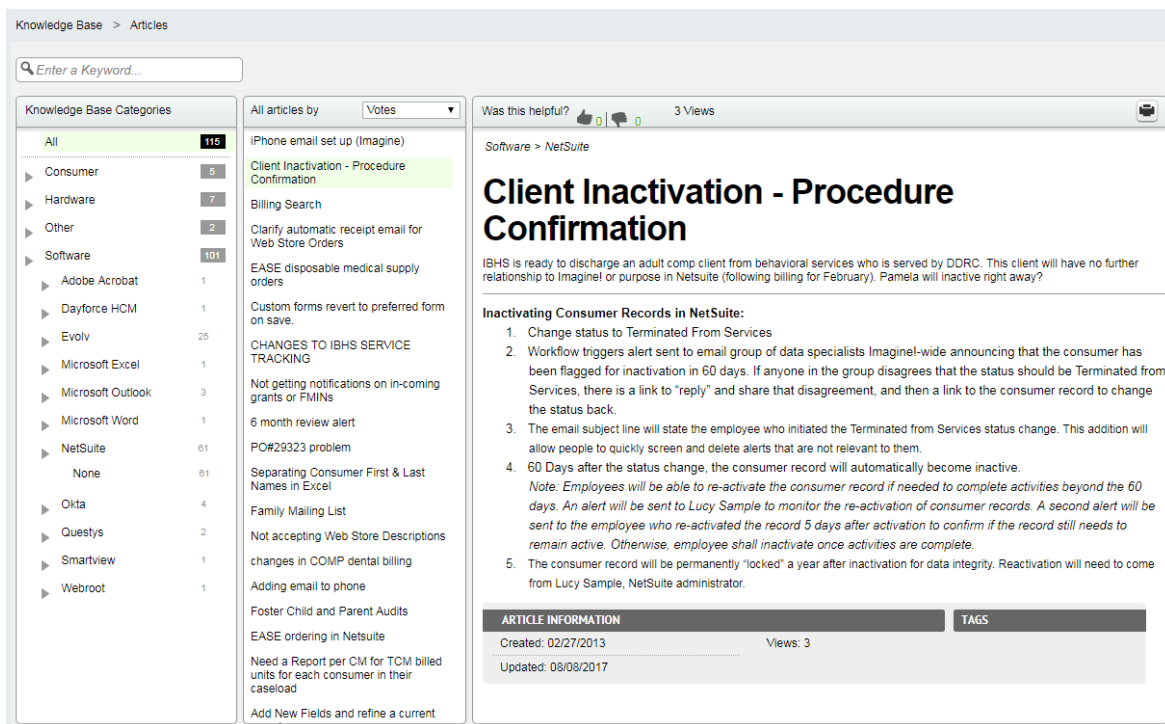
You can search for solutions by running a search on relevant key words or by choosing items from the index. Expand and collapse the index by clicking on the Expand All and Collapse All buttons.

If you would like to learn more about SysAid, the software that runs this help desk, click on the Question Mark icon, located beside the Home icon, in the main navigation area of the screen. From here you can access the SysAid help files. Please note that Imagine! users may not have access to all the features listed in these help files.