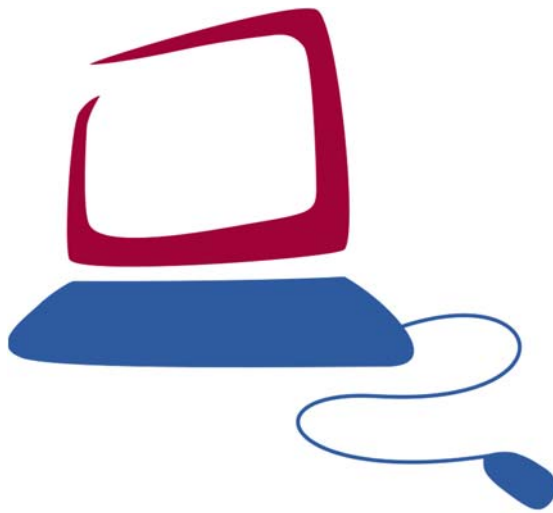




Information Technology Services



Quick Start Guide for the Help Desk Ticketing Solution

Quick Start Guide Sections:

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Types of Issues to Report to the Help Desk

- Computer
- Telephone
- Cable TV

Ways to Submit a Ticket

- Through the Help Desk ticketing solution at hd.udmercy.edu
- Call the Help Desk at (313) 993-1500

Accessing the Help Desk ticketing solution

- Navigate to: hd.udmercy.edu
- Log in using your My Portal or TitanNet credentials.



Information Technology Services Help Desk

Please enter your My Portal or TitanNet username and password below to login. For assistance, please contact the Help Desk at (313) 993-1500. As a reminder, ITS will never ask for your password; please do not provide it in your Help Desk ticket.

Login (user name):

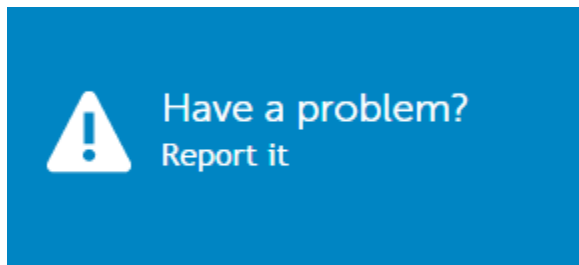
Password:

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

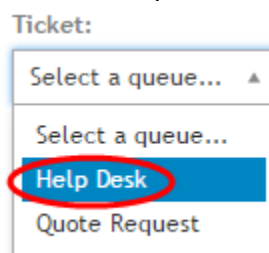
Login

Creating a Ticket

- From the Home screen, click on the “Have a problem? Report it” button.



- Choose “Help Desk” from the “Select a queue...” dropdown menu.



- Complete the form (as seen on the next page) and click “Save.”
 - **Title:** A brief description of the problem.
 - **Summary:** A ***detailed*** description of the problem. *(A detailed description will help us troubleshoot and resolve your issue as efficiently as possible.)*
 - **Category:** Select a category for the problem. *(This will help us to route your issue quickly to the appropriate ITS staff member.)*
 - **Impact:** Choose an option which describes the impact of the problem. *(This will not impact the priority of the ticket.)*
 - **Submitter:** Leave your name selected, unless you are submitting the problem on behalf of someone else.
 - **Building**
 - **Room Number**
 - **Preferred Phone Number**
 - **Preferred Email Address**
 - **Attachment:** A file (e.g. a photo, Word document, Excel Spreadsheet).
 - **Screenshot:** An image taken to record a picture on a monitor.

New Ticket | Help Desk [Back to Tickets](#)

Title: (required)

Summary: (required)

Category: Impact: Submitter:

Building: Room Number:

Preferred Phone Number: Preferred Email Address:

Attachments:

No file chosen

[+ Add Another Attachment](#)

Screenshots:

- A list of your tickets will be displayed in the “Help Desk” menu. Click on the ticket number or title to view updates from ITS staff or add additional information about the problem. (Updates from ITS staff will also be distributed via email.)

- [Home](#)
- [Downloads](#)
- [My Computer](#)
- [License Keys](#)
- [Help Desk](#)
- [Knowledge Base](#)
- [Download History](#)

Tickets | All Queues List Refresh

Queue: All Queues | View By: All My Tict

[New](#) | [Choose Action](#)

<input type="checkbox"/>	Created	Priority	Number	Title	Summary	Category	Status
<input type="checkbox"/>	02/16/2017 14:11:49		TICK:0211	TitanNet	I forgot my password.	Accounts/Login Issues::TitanNet	New

1 to 1 of 1 [First](#) [Previous](#) 1 [Next](#) [Last](#)

Knowledge Base Articles

- The Knowledge Base is a centralized repository of information about frequently asked questions and problems.
- From the home screen, enter a search term and press enter.

Knowledge Base

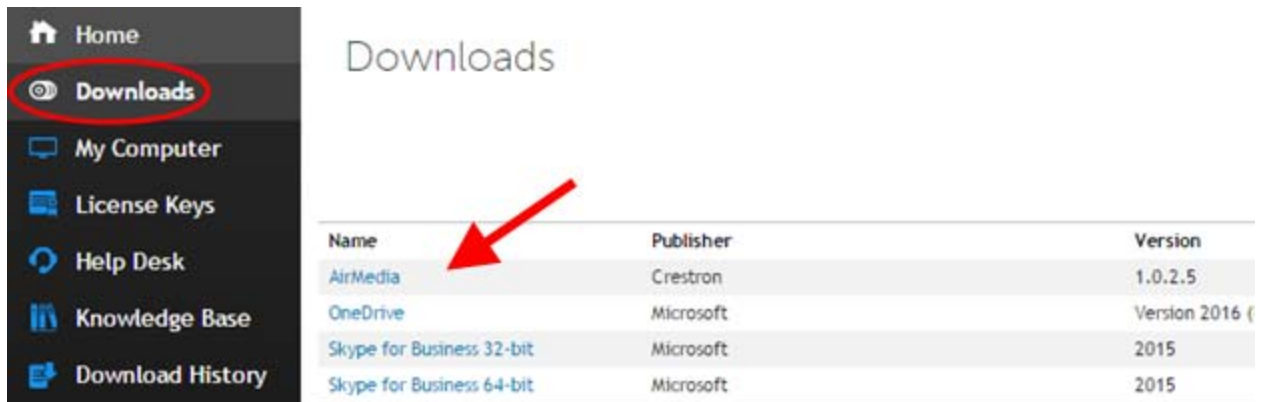
- Select an article ID or Title.

Knowledge Base Articles

ID	Title	Category
KB:00072	Survey and Form Tools	Office 365
KB:00080	Course Evaluations (for Students)	TitanConnect Self-Service
KB:00081	Course Evaluations (for Faculty)	TitanConnect Self-Service

Downloads

- Software downloads are available through the Help Desk ticketing solution.
- From the left menu, click “Downloads” and select the application that you would like to download.



The screenshot shows a user interface for software downloads. On the left is a dark sidebar menu with icons and text for: Home, Downloads (circled in red), My Computer, License Keys, Help Desk, Knowledge Base, and Download History. The main content area is titled "Downloads" and contains a table with the following data:

Name	Publisher	Version
AirMedia	Crestron	1.0.2.5
OneDrive	Microsoft	Version 2016 (
Skype for Business 32-bit	Microsoft	2015
Skype for Business 64-bit	Microsoft	2015

A red arrow points to the "AirMedia" entry in the table.

- Click the "Download" button to begin the software download process.

Download: OneDrive Version 2016 (Build 17.3.6517.0809)

Download Info

File: OneDriveSetup.exe

Size: 19.78 MB

Manufacturer Info

Microsoft

Related Support Links

None

Cost per user

0.00

Download Times

1.5Mb T1: 1 Min 44 Seconds

512Kb DSL: 5 Min 16 Seconds

56Kb Dialup: 48 Min 13 Seconds

Software Download

Click the "Download" button to begin the software download process.

Download

Cancel