



iSUPPORT

Service Desk Solutions

USER GUIDE

For Service Requesters

Information Technology Work Order Management System

Aurora Public Schools

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iSupport User Guide

Creating an Incident

Step 1

<http://isupport01/user>



Enter this url in the address bar of your browser.

Step 2

Login using your Active Directory Username preceded by `aps\` and your Active Directory Password.
(Ex.) Username: `aps\jrdoe`
Password: your password

Step 3

On the Home Page, you may either:

1) Enter your Issue in the How can we help? bar.

Or


2) Click on the Create an Incident (Life Preserver) icon.

Step 4

Click on a Category to select and expand the Sub-Category list.

Step 5

Category:

- ▶ Applications/Business
- ▶ Applications/General 
- ▶ Active Directory/Email Access
- ▶ Adobe Connect
- ▶ Google Docs
- ▶ Oracle
- ▶ Unlisted/Other
- ▶ Virus Protection
- ▶ Applications/Student Information
- ▶ Communications/Data
- ▶ Communications/Voice
- ▶ Hardware





Click on a Sub-Category to open the Incident Description screen.

Step 6







Search in Menu  

Service Applications



-  Create an Incident
-  My Incident History
-  Knowledge Articles
-  Service Catalogue

Resources

-  Headlines
-  Email - APS Service Desk
-  Downtime Maintenance
-  Training Calendar

You may click on the Menu icon to display options at any time.

Step 7

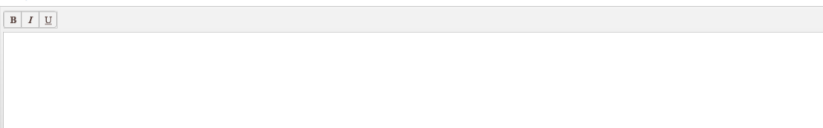
 Save 

Category: Applications/General
Active Directory/Email Access

Related Items: Knowledge Entries: 0
Incidents: 0

Description:

Custom Fields
Select an issue from the dropdown:

Description: 

Attachments:
To attach a file, drag and drop the file or click Select File to choose one.

Drop file here to upload

Click on the drop-down arrow to select an Issue from the list.

**NOTE:
ALL FIELDS WITH RED ICONS ARE
REQUIRED!**

Step 8

Description

Custom Fields
Select an issue from the dropdown: Access Request

Reason for access: --Select--

Description:

B I U

Select an Issue.

Step 9

Save

Category: Applications/General
Active Directory/Email
Access

Related Items: Knowledge 0
Entries: 0
Incidents: 0

Description

Custom Fields
Select an issue from the dropdown: Access Request

Reason for access: Long-term Sub

Name: John M Smith

Badge number: 12345

Current District Assignment: Clerk

Start Date: 7/24/2015

End Date: 6/30/2016

Site Location: ITC

Department: Application Services

Select required information from the drop-down lists. Then Complete the required fields below.

Step 10

Add a description of the issue.
Include as much detail as possible.
(Ex. Symptoms, Error message, Trouble-shooting steps you have taken so far etc.)

NOTE: The Description is a Required Field

Description:

B I U

Please give email access to our long-term sub clerk, John M Smith ID 12345 from 7/24/15-6/30/16.

Add a description of the issue.
Include as much detail as possible.
(Ex. Symptoms, Error message, Trouble-shooting steps you have taken so far etc.)

NOTE: The Description is a Required Field

Step 11

Attachments:

To attach a file, drag and drop the file or click Select File to choose one.

Select File

Drop file here to upload



You may attach a File if you choose.
(Ex. Screen shot of error message, Word doc, Email etc.)

Step 12

Save



Category: Applications/General
Active Directory/Email
Access

Related Items: Knowledge [0](#)
Entries: [0](#)
Incidents: [0](#)

Description

Custom Fields

Select an issue from the dropdown:

Access Request

Reason for access:

Long-term Sub

Name:

John M Smith

Badge number:

12345

Current District Assignment:

Clerk

Start Date:

7/24/2015

End Date:

6/30/2016

Site Location:

ITC

Department:

Application Services

Description:

B *I* U

Please give email access to our long-term sub clerk, John M Smith ID 12345 from 7/24/15-6/30/16.

At the top of the Incident Description Screen, click the Save button to Submit your Incident.

NOTE: Your Incident Ticket WILL NOT BE SUBMITTED if you do not click SAVE.

Step 13

Submit Successful

Your incident has been submitted.

Your reference number is F7PC366646.

You will receive a notification window indicating that your incident was successfully submitted along with a reference number.

Continue

Step 14

From: HELPDESK HELPDESK
To: Paul Mangone
Cc:
Subject: Your Ticket has been submitted - Ticket F7PC366646

Sent: Fri 7/24/2015 12:17

Your ticket has received by the IT Service Desk. It has been assigned Incident Ticket Number **F7PC366646** of your incident request.

Below is a copy

Customer Information

Customer: Paul Mangone
Location: ITC
Department: Applications Services
Email Address: pjmangone@aps.k12.co.us
Date Created: 7/24/2015 11:25:55 AM
Link: <http://isupport01/User/Incident/View/64591>

You will then receive an email notification when you submit your incident ticket.

Email Description

Please give email access to our long-term sub clerk, John M Smith ID 12345 from 7/24/15-6/30/16.

You will also receive an email notification when your ticket has been routed and another when it has been closed.

Your ticket has been submitted. If you have any questions or concerns, please contact the IT Service Desk.



