



# Help for the Help Desk

San Bernardino Community College District

District Computing Services

## Table of Contents

Help for the Help Desk : General Introduction .....	3
Contacting the Help Desk/Opening a ticket - Phone .....	3
Contacting the Help Desk/Opening a ticket - Internet .....	3
OPTION 1: Submit a Ticket.....	4
OPTION 2: Live Chat .....	6
OPTION 3: Request a Call.....	6
What to expect when a ticket has been created .....	7
Your STAC account: Logging in and creating an account.....	10
Additional Notes .....	10

## Help for the Help Desk : General Introduction

As many of you know last year DCS introduced a new Help Desk/Call center to the district. While we certainly went through some growing pains early on, we have made some great strides in the last few months. Below is some information that may help improve your experience when contacting the Help Desk.

### Contacting the Help Desk/Opening a ticket - Phone

There are two main ways to contact the Help Desk, the first is by phone (x4357 from on campus, 1-877-241-1756 from off campus) it is staffed 24X7X365. When contacting the Help Desk the most important information to have ready is:

- Your name
- Contact info (phone number and email address)
- Location (building and room number or off campus)
- A detailed description of your issue

If you are calling for any type of password reset you will also need the last 5 digits of your SSN **or** your student/faculty/staff ID number (which is your 7 digit ID from Datatel) and birth date. When calling for any password we must verify your identity. We understand you may not be comfortable giving out any part of your SSN over the phone so your student/faculty/staff ID number may be used instead. Without one of these and your date of birth the Help Desk cannot reset any passwords over the phone. The Help Desk should never ask for your full SSN, if they do please contact Everett Garnick or Mike Tepner with DCS. One further note: The help desk verifies the information you provide from the records contained in Datatel. If they are not able to match your information with Datatel they will not be able to assist you. If this happens, contact HR and have them verify the information in Datatel is correct.

We have been working with the Help Desk to increase the services and types of tickets they can close over the phone at the time of your call. Most passwords (financial 2000, Email, network, campus central, WebAdvisor and Datatel) can now be reset by the Help Desk over the phone.

### Contacting the Help Desk/Opening a ticket - Internet

You may also contact the Help Desk by visiting the Help Desk website/portal **STAC** (SBCCD Technical Assistance Center). A link to the STAC website is available at any of the college/district websites:

<http://stac.sbccd.cc.ca.us>

<http://stac.craftonhills.edu>

<http://stac.valleycollege.edu>

<http://stac.sbccd.org>

<http://stac.kvcr.org>

The Help Desk website/portal offers several different options for support, the first is self service. There are a number of articles, FAQs and How tos available on the website. These can be found in a number of

ways by using the 'Advanced Search', browsing the articles broken up into folders on the left side of the screen or viewing the most popular or most recent articles on the site.

The screenshot shows the SBCCD Technical Assistance Center website. The browser is Windows Internet Explorer. The address bar contains the URL: <https://d2.parature.com/ics/support/default.asp?deptID=8293>. The website header has a yellow background with the SBCCD logo and the text "serving SAN BERNARDINO COMMUNITY COLLEGE DISTRICT". Below the header, there is a navigation bar with "HOME" and "MY SUPPORT" links. The main content area is titled "SBCCD Technical Assistance Center" and includes a welcome message: "Welcome to the San Bernardino Community College District Technical Assistance Center, serving Crafton Hills College, San Bernardino Valley College, and the District Offices. This is your one stop area for all of your support needs. Please feel free to contact us 24 hours a day 7 days a week 365 days a year by calling our toll free nu 877-241-1756." Below the welcome message, there are three service options: "Request a Call Back" (with a call center icon), "Submit a Ticket" (with a person at a computer icon), and "Live Chat" (with a chat icon). At the bottom, there is a "Most Popular Topics" section with five links: "Where can I obtain my Student ID?", "How can I check/view/see/make - Financial Aid status, awards, payments, refunds transcripts?", "I want to access my computer or Valley College network resources from off campus, do you have VPN?", "Release 9.1: Getting Started with Your Course Environment (Instructors)", and "Valley College Campus Wireless Instructions for Staff using Windows XP."

The three other options are to 'Submit a Ticket', 'Live Chat' or 'Request a Call Back'.

### OPTION 1: Submit a Ticket

When you visit the STAC website there is an option to 'Sign in' in the upper right corner or by clicking "MY SUPPORT" and filling in your email address and password. When you submit a ticket online however there is no need to sign in if you are unsure of your STAC login, simply click 'Submit a Ticket' and you will be asked for some basic information on your issue. You will be asked for your name, email address (please make sure this is correct as this is used as your login id, to link all your tickets under a single account and as the address notifications are sent to), your user type (Student, Faculty, Staff) primary campus location (CHC, Valley, District), a contact number, a brief description of your issue in your own words, and a request type and request detail. Request type is your basic issue (Login, Hardware, Software etc). Request Type Detail will be dependent on your request type and there may be other additional drop down selections that appear. Please make sure to look at the different options in all of the fields and drop downs to make sure you choose what best describes your issues. Depending on how much detail you are able to provide, tickets submitted in this manner may be routed directly to DCS

or Campus technicians. If more information is required the ticket will be routed to a help desk technician who may call or email requesting additional information so they may solve or properly route your request.

The screenshot shows a web browser window with the URL <https://jdz.parature.com/ics/support/default.asp?deptID=8293>. The page header includes the SBCCD logo and the text "serving" and "SAN BERNARDINO COMMUNITY COLLEGE DISTRICT". Below the header is a navigation bar with "HOME" and "MY SUPPORT" links. The main content area is titled "Submit a Ticket" and contains the following form fields:

- Contact Info:**
  - \* First Name:
  - \* Last Name:
  - \* Email:
- Ticket Description:**
  - \* User Type:
  - \* Location:
  - \* Primary Contact Number:
  - \* Request Details: (maximum 64,000 characters)
  - \* Request Type:
- Options:**
  - Attachment:
  - Email Notification:

At the bottom of the form are "Preview" and "Finish >>" buttons. A note at the bottom left states "\* - required field(s)".

There are times when the help desk may require more information to properly resolve or route your ticket. When this happens they will mark the ticket as such and you will receive an email with the subject of, "Ticket #8146-TicketNumber: Requested Info." At the top of the message will be a comment noting what additional information is needed to move forward on your ticket. When you receive these emails, it is very important that you respond so your issue is handled in a timely manner. You may call the help desk and reference your ticket number to provide the information requested or you may follow the link at the bottom of the message and login to the STAC/Help Desk website to provide the information requested. You will receive a 2<sup>nd</sup> email reminder 24 hours later if you have not contacted the Help Desk to provide the info or logged into the STAC website to provide the info. If you do not respond to these messages resolution of your issue will be delayed several days.

## OPTION 2: Live Chat

The second option is Live Chat. This is much like calling the help desk, however it is simply a text based chat over the internet. To access this option you will be prompted to login with your help desk/STAC account.

## OPTION 3: Request a Call

The third option available is to request a call. This option allows you to avoid sitting on hold until an agent is available and schedule a call either at a specific time or when the next available agent is free. To schedule a call with the next available agent simply fill in the required information and select that option on the page. Please note that during peak/high volume call times it may be a while before an agent is free to call you back.

### Request a Call

Fill out the form below to have a San Bernardino CC Support Agent call you. You may choose to request a call back now and the next available agent will contact you via the phone number you include, or you may choose to schedule a call back for a later date and time.

#### Contact Info

* First Name	<input type="text" value="Joe"/>
* Last Name	<input type="text" value="User"/>
* Email Address	<input type="text" value="juser@sbccd.cc.ca.us"/>
* Country Code	<input type="text" value="United States - 1"/>
* Phone	<input type="text" value="9093844400"/>

#### Call Back Method

\* Contact Type  Next Available Agent  Schedule a Call Back

Call Back Date 05/16/2011 U.S. Eastern Time Zone

#### Ticket Description

\* Problem Details:  
(maximum 6000 characters)

#### Options

\* - Required field(s)

Please note that during peak/high volume call times it may be a while before an agent is free to call you back.

To schedule a call at a specific time simply choose that option and select the date and time you would like to be called back. Every attempt will be made to call you at your scheduled time but you may receive your call a few minutes before or after your scheduled time depending on the agent's availability.

### Request a Call

Fill out the form below to have a San Bernardino CC Support Agent call you. You may choose to request a call back now and the next available agent will contact you via the phone number you include, or you may choose to schedule a call back for a later date and time.

#### Contact Info

* First Name	Joe
* Last Name	User
* Email Address	juser@sbccd.cc.ca.us
* Country Code	United States – 1
* Phone	9093844400

#### Call Back Method

* Contact Type	<input type="radio"/> Next Available Agent <input checked="" type="radio"/> Schedule a Call Back
* Time Zone	[GMT-8(7)] - Pacific Time
Time Zone	<input checked="" type="checkbox"/> Currently Observing Summer Daylight Saving Time.
* Call Back Date	05 / 16 / 2011
* Call Back Time (12 hour)	2 pm : 30

#### Ticket Description

* Problem Details: (maximum 6000 characters)	I need help
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## What to expect when a ticket has been created

When you contact the help desk for support we are always hopeful that your issue will be resolved at the time of your call. When your issue is resolved at the time of your call you will receive an email that says, "Ticket #8146-TicketNumber: Solution Suggested." Whenever a solution/resolution is entered into a ticket, the ticket is not automatically closed. The ticket will remain open for two additional days. This is to give you a chance to make sure your issue is indeed resolved. If for any reason your issue has not been resolved you may contact the help desk with your ticket number to keep the case open or there is a link at the bottom of the email that will take you to the STAC website so you may update the ticket yourself. You will be prompted to login to the STAC website. You may then decline the solution and enter any comments you feel are pertinent to the issue. When this is done the ticket will re-enter the processing workflow.

The screenshot shows the SBCCD Technical Assistance Center website. The header includes the SBCCD logo and the text "serving" and "SAN BERNARDINO COMMUNITY COLLEGE DISTRICT". Below the header, there is a search bar and a "Go" button. The main content area is divided into two columns. The left column contains "Quick Links", "My Recent Topics", and "My Recent Requests". The right column contains the "Ticket Summary", "Ticket Description", "Solution", "Actions", and "History" sections.

**Ticket Summary**

Ticket #:	8146-10363
Email Notification (Contact Info):	Yes
Status:	Solution Suggested
Date Created:	12/20/2010 11:55 AM EDT
Last Updated:	1/24/2011 4:02 PM EDT

**Ticket Description**

User Type:	Staff
Location:	District Office
Request Details:	This is a test ticket
Request Type:	Hardware
Request Type Detail:	Desktop Support
Building & Room Number:	8th St
Attachment:	

**Solution**

Solved:	Fixed the hardware
(1/24/2011 4:02 PM EDT)	

**Actions**

Accept Solution    Decline Solution

**History**

If your issue has been resolved, you are not required to accept the solution for the ticket to be closed. Once a solution has been suggested the ticket will close in 48 hours unless you decline the solution or contact the help desk.

If your ticket is not closed at the time of your call, your ticket will be escalated. When a ticket is escalated you will receive an email with subject of, "Ticket #8146-TicketNumber : Create." In the body of the message you will see the following:

THIS IS AN AUTOMATED RESPONSE, PLEASE DO NOT DIRECTLY REPLY TO THIS EMAIL.

Thank you for your submission. Your request has been escalated to the Level 2 (On Site) Support Team.

In the interim, please feel free to provide additional information and let us know if we can be of any other assistance

This is followed by the Ticket Information and a link at the bottom. You may follow this link at any time to login to your STAC/Help Desk account and view the status of the ticket or to enter any new or

additional information you feel may be helpful. Simply click on the 'Provide Additional Info' button at the bottom of the page while viewing the ticket.

The screenshot shows a web browser window with the address bar displaying "SBCCD - Technical Assistance Center". The page header features the SBCCD logo and the text "SAN BERNARDINO COMMUNITY COLLEGE DISTRICT" along with logos for "San Bernardino Valley College" and "Cotton Hills". The main content area is titled "Ticket Details" and includes a "Ticket Summary" section with the following information:

Ticket #:	8146-10363
Email Notification (Contact Info):	Yes
Status:	Reopened
Date Created:	12/20/2010 11:55 AM EDT
Last Updated:	1/24/2011 4:33 PM EDT

The "Ticket Description" section contains the following details:

User Type:	Staff
Location:	District Office
Request Details:	This is a test ticket
Request Type:	Hardware
Request Type Detail:	Desktop Support
Building & Room Number:	8th St
Attachment:	

The "Solution" section shows:

Solved:	Fixed the hardware
(1/24/2011 4:02 PM EDT)	

At the bottom of the ticket details, there are two buttons: "Provide Additional Info" and "Close".

When a ticket is escalated this means it has been routed to Level 2 or onsite technicians. This simply means that the ticket has been passed on to District Computing Services or Campus Technology Services, depending on the issue, for proper resolution.

When your issue is resolved you will receive an email that says, "Ticket #8146-TicketNumer: Solution Suggested." When the solution/resolution is entered into a ticket, the ticket is not automatically closed. The ticket will remain open for two additional days in the system. This is to give you a chance to make sure your issue is indeed resolved. If for any reason your issue has not been resolved you may contact the help desk with your ticket number to keep the case open or there is link at the bottom of the email that will take you to the STAC website so you may update the ticket yourself. You will be prompted to login to the STAC website and you may then decline the solution and enter any comments you feel are pertinent to the issue.

## **Your STAC account: Logging in and creating an account**

The login is usually your primary email address listed with the district unless you called in previously and gave another email address. If you don't know your password you can click the 'Forgot your password' link on the page, fill in your email address, click submit, and you will receive an email if the address you are trying to use has an active account. Accounts are routinely created for all faculty, staff and students of the district, as the email stored within Datatel is used to create your account. We suggest trying [username@sbccd.cc.ca.us](mailto:username@sbccd.cc.ca.us) first. If this doesn't work please try your email address for your primary site (@craftonhills.edu, @valleycollege.edu or @sbccd.org). If you are unable to login or get a password to login you may create an account by clicking on the 'Sign in' link on the upper right of the page and then click on the 'Create New Account' button and provide all the requested information.

## **Additional Notes**

We know there have been some ongoing issues with wait/hold times. We have been working with the Help Desk to improve these issues. We are happy to announce that in February we introduced a new feature to the STAC website: Request a Call. Rather than call and wait for an answer you may fill out your basic information and request a call from the next available agent or schedule a call at a specific time. This will allow you to continue working if you do not have an immediate outage or need and to receive a call at a more convenient time.

When your ticket is closed please make sure to fill out the survey sent out in the final email. We do review the survey results. It is very helpful to see if we are continuing to improve or have issues that need to be addressed.