Module 37:
Basic Help Desk\PHIRE Tracking
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Module 37: Basic Help Desk\PHIRE Tracking

This module will provide an overview of how users can create, update and view help desk tickets in the HR Links online self-service help desk system.

Section 1: Create and Update a Help Desk Ticket

This section provides users with the steps for creating a help desk ticket.

The following topics will be covered in this section:

- Topic 1.1 Create a Help Desk Ticket
- Topic 1.2 Create a Screen Shot
- Topic 1.3 Update a Help Desk Ticket
- Topic 1.4 View a Help Desk Ticket
Topic 1.1: Create a Help Desk Ticket

This topic demonstrates how to create a help desk ticket.

Step 1: Select the Help Desk Home tile on the HR Links Home Page

Step 2: Click Create Issue

Step 3: Enter the Title of the Help Desk Ticket

Step 4: Click on the Functional Area drop-down menu and select applicable value

Note: The Type will default to Issue and cannot be changed
Step 5: Click on the **Priority** drop-down menu and select the applicable value

Step 6: Enter a description in the **Description** field
Step 7 (Optional): To add an attachment, click the Type drop-down menu and select a value

Step 8 (Optional): Enter a Description

Note: Adding an attachment is optional but is recommended. The fields attachment type and description are optional and do not have to be populated if an attachment is added.

Step 9 (Optional): Click on the Attach button

Step 10: Click on the Chose File button to find the file you want to attach
Step 11: Click on the file you want to attach

Step 12: Select **Open**

Step 13: Click **Upload** to upload the file

Step 14: Verify the file was attached by confirming the file name was populated

Step 15: Click on the **Submit** button to submit the ticket
Step 16: A message displays stating the ticket was submitted
Topic 1.2: Create a Screen Shot

This topic will review how to create a screen shot that captures an image of your desktop. It is recommended that users include screenshots when entering tickets to facilitate the issue resolution process. Please note there are numerous ways to capture screen shots and is the process is device dependent. The steps below demonstrate how to capture on screen shots on a typical windows-based device.

Step 1: Click on the Control and Print Screen keys on your computer simultaneously

Step 2: Open a text editor such as Microsoft Word

Step 3: In Microsoft Word, click on Paste

Step 4: Click on the File tab

Step 5: Click Save As

Step 6: Click Browse
Step 7: Chose the Folder where you want to save the document

Step 8: Enter the Name of the file

Step 9: Click on Save
Topic 1.3: Update a Ticket

This topic will demonstrate how to update an existing ticket. After a ticket is entered it will be assigned to a help desk support resource. If the resource needs the ticket to be updated by the user who created it, the ticket will be reassigned to them. Users do not have access to update tickets not assigned to them.

Step 1: Select the Help Desk Home tile on the HR Links Home Page

Step 2: Click Update an Issue

Step 3: Click on Search
Step 4: Select the ticket you want to update

Step 5: Click on the field you want to update. See section 1.1 of this document for details on populating the fields. The available fields that can be updated are:

- Title
- Functional Area
- Priority
- Description
- Attachment Type
- Attachment Description

Additionally, you can add or delete attachments. Go to step 8 in this section for details.

**Step 6:** Select the field you want to update. In this case we are updating **Priority**. Click on the **Priority** drop down arrow. Select the appropriate value from the list.
If the View button fails to open the attachment, then try holding “ctrl” key while clicking the button, or checking your browser security settings.

Step 7: Click Save

If the View button fails to open the attachment, then try holding “ctrl” key while clicking the button, or checking your browser security settings.

Step 8: To delete an attachment, click the minus sign next to the attachment.
Step 9: Click on OK

Step 10: Verify the attachment was deleted. The File Name will no longer be populated

Step 11: Click Save
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Topic 1.4: View a Ticket

This topic will demonstrate how to view a ticket submitted by the user.

**Step 1:** Select the **Help Desk Home** tile on the HR Links Home Page

![Help Desk Home tile on HR Links Home Page](image)

**Step 2:** Click **View Issues**

![View Issues button in Help Desk Home](image)

**Step 3:** A list of tickets that were submitted by you are listed

**Note:** the listing is only showing the open tickets, since the **Only show Open Issues** check box is checked
Step 4: If you wish to see all items including closed items, uncheck the Only Show Open Issues checkbox. The closed items will appear in the list.

Step 5: Click on the Details tab for additional information.
**Step 6:** More details are displayed

**Step 7:** Click the **Issue Number** you want to review
Step 8: The issue details are displayed
Topic 1.5: Updating My Preferences

New users will need to update their preferences if they want the domain id to default and to skip the prompt when adding a ticket.

Step 1: Click on the Help Desk Home Tile on the HR Links homepage

Step 2: Click My Preferences

Step 3: Click the Bypass Issue Add Prompt checkbox

Step 4: Click on the magnifying glass icon for Default Domain
Step 5: Select the appropriate **Domain ID**

Step 6: Click **Save**
End of Section 1

End of Module 37