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

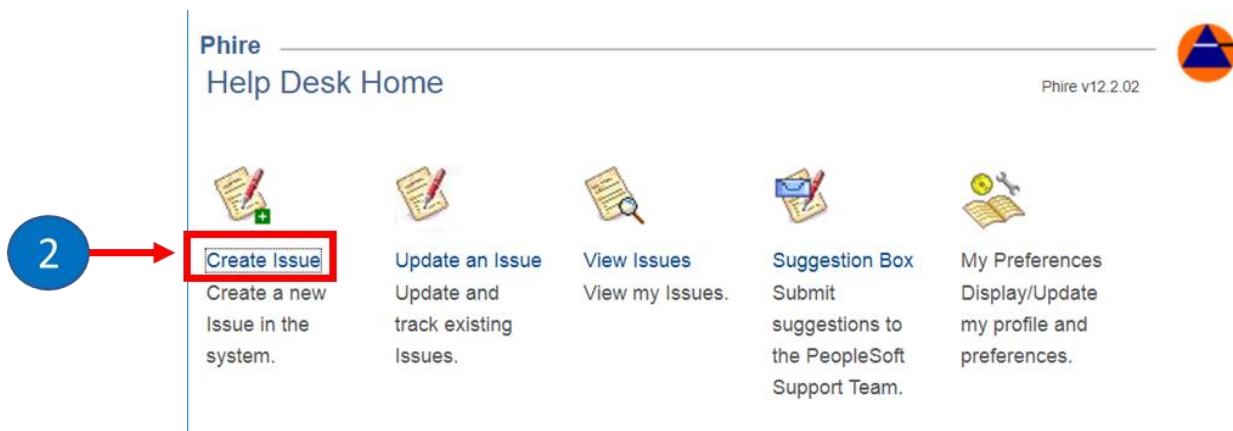Topic 1.4   View a Help Desk Ticket

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
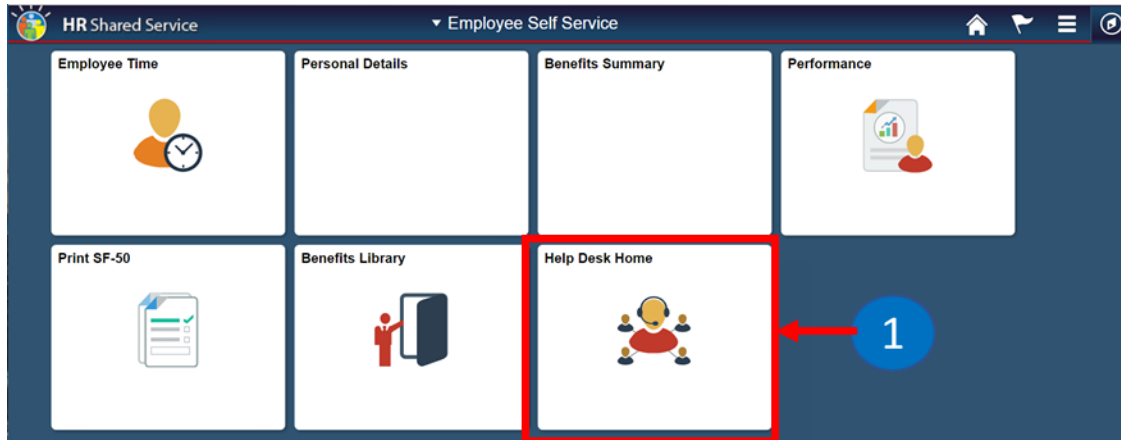
Step 2: Click **Create Issue**

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

Phire

Create an Issue

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Issue Number:	NEXT
*Title:	Unable to Enter Time
*Type:	Issue ▼
*Functional Area:	Time & Labor ▼
*Priority:	Medium ▼
Description:	I am unable to enter my time

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 (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.

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

Attachments

Type	Description	File Name	Attach		
Error Message ▼	Error Message		Attach	+	−

Error Message
Functional Requirement
Instructions
Supporting Document
Test Results
Trace File

Step 9 (Optional): Click on the **Attach** button

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

Attachments

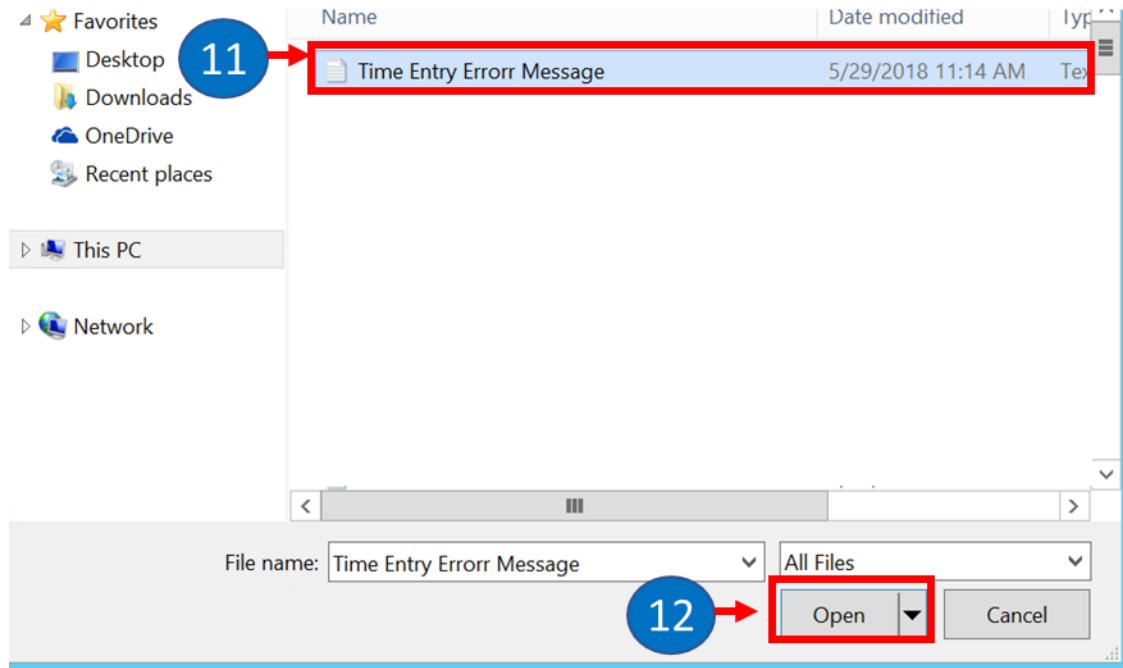| Type	Description	File Name	Attach	
Error Message ▼	Error Message		Attach	+

Back To Help Desk Home

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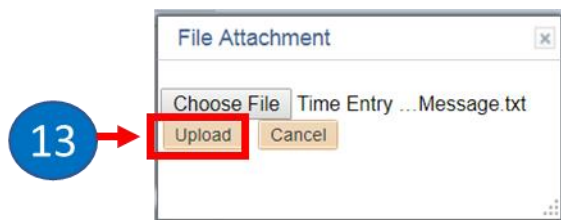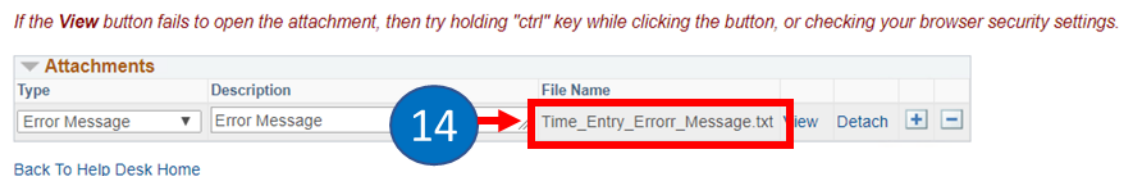
Step 11: Click on the file you want to attach

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

Phire

Create an Issue

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15 → Submit   Cancel

Issue Number:	NEXT
*Title:	Unable to Enter Time
*Type:	Issue ▼
*Functional Area:	Time & Labor ▼
*Priority:	Medium ▼

Description: I am unable to enter my time

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

▼ Attachments

Type	Description	File Name				
Error Message ▼	Error Message	Time_Entry_Errorr_Message.txt	View	Detach	+	−

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Step 16: A message displays stating the ticket was submitted

Message

Issue IS000023 has been saved and submitted. (0,124)

16 →   OK

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.

Ctrl

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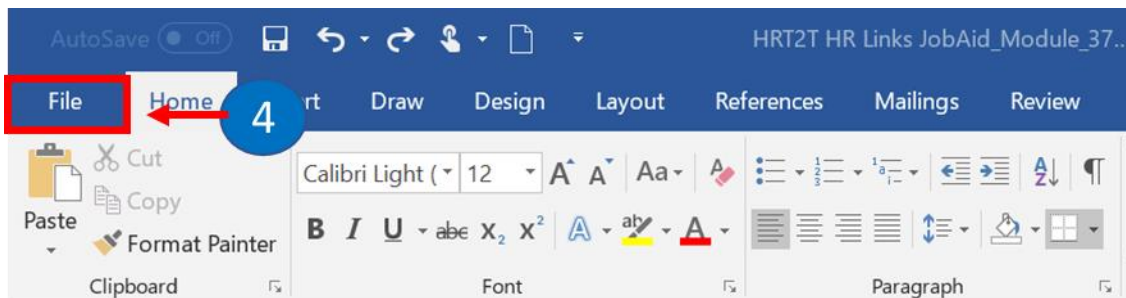
Prt Sc

Step 2: Open a text editor such as *Microsoft Word*

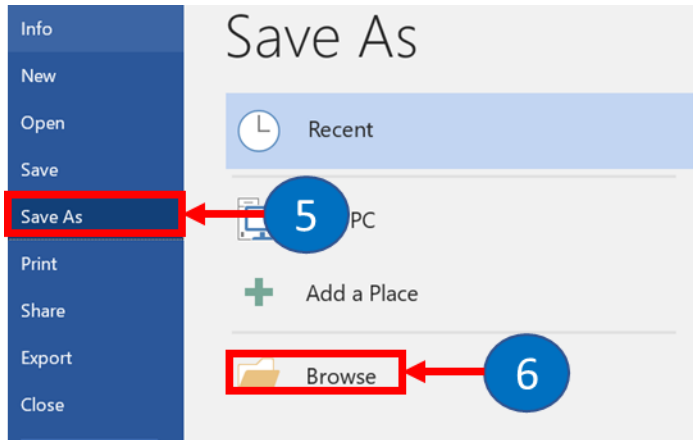*Step 3:* In *Microsoft Word*, click on **Paste**
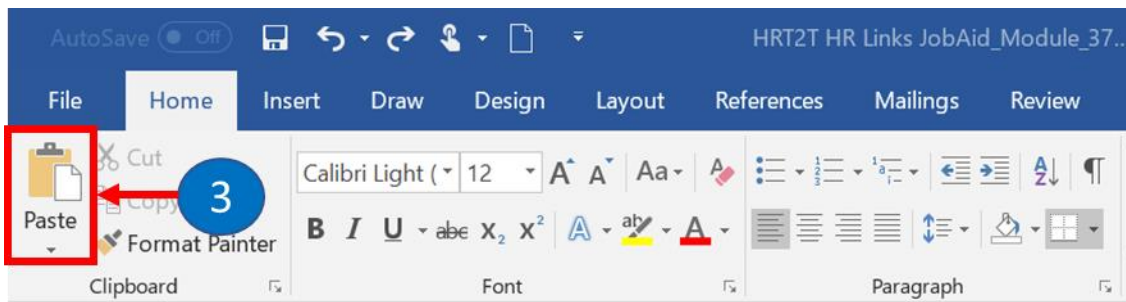
Step 4: Click on the **File** tab
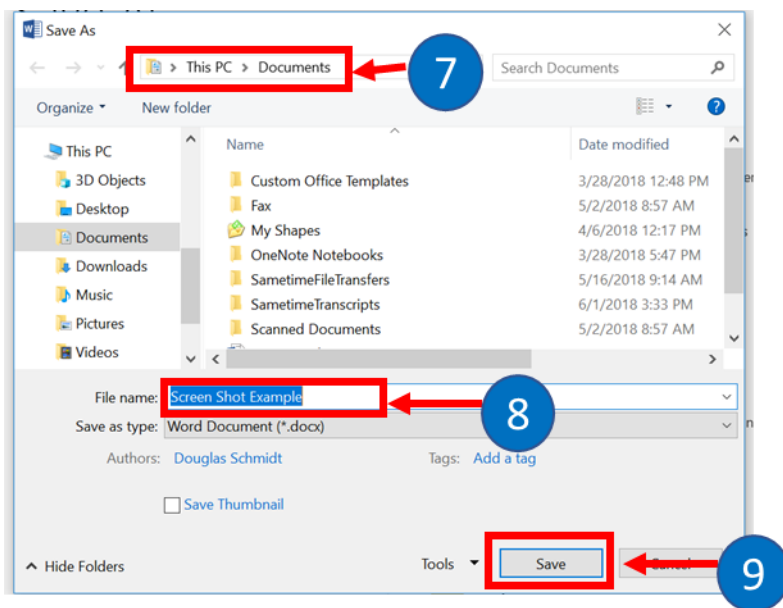

Step 5: Click **Save As**

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 how 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
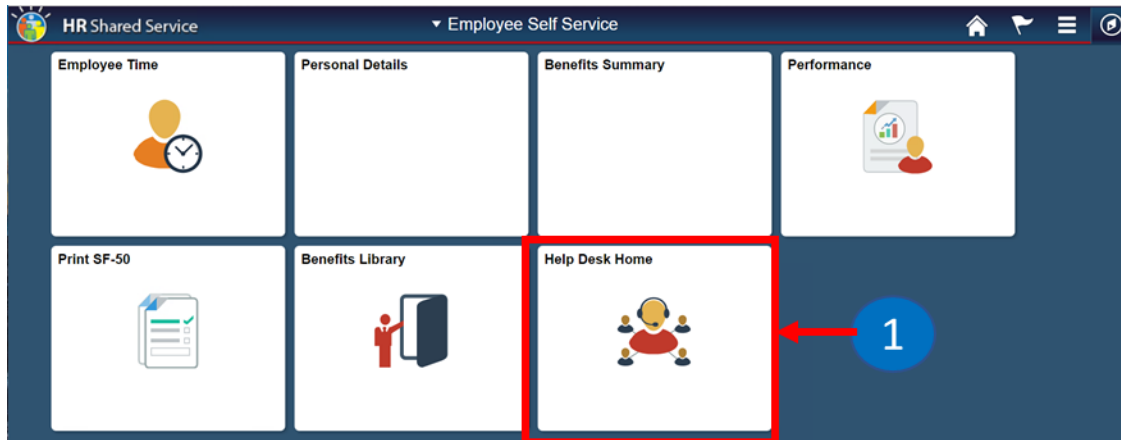
Step 2: Click **Update an Issue**
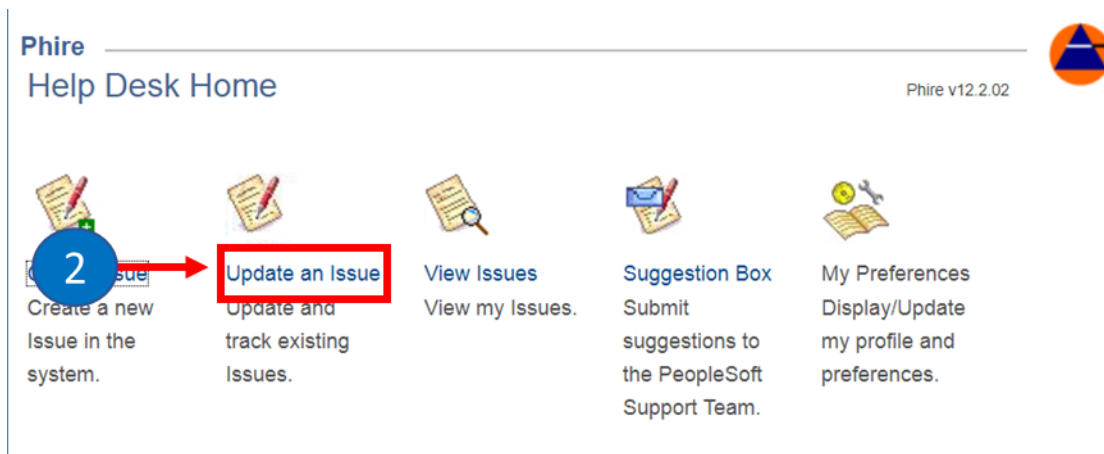
Step 3: Click on **Search**

Issue Self Service

Enter any information you have and click Search. Leave fields blank for a list of all values.

| Find an Existing Value | Add a New Value |

▼ Search Criteria

Domain ID = ▼ SSGSA
Issue Number begins with ▼
Title begins with ▼
Type begins with ▼
Functional Area begins with ▼
Status begins with ▼
Status Group begins with ▼
Priority begins with ▼
Assigned To begins with ▼
Tracking # begins with ▼
Customer begins with ▼
Notify begins with ▼
Opened By begins with ▼
Open Date = ▼
Due Date = ▼
Close Date = ▼

☐ Case Sensitive

Search   Clear   ③   Search   Save Search Criteria

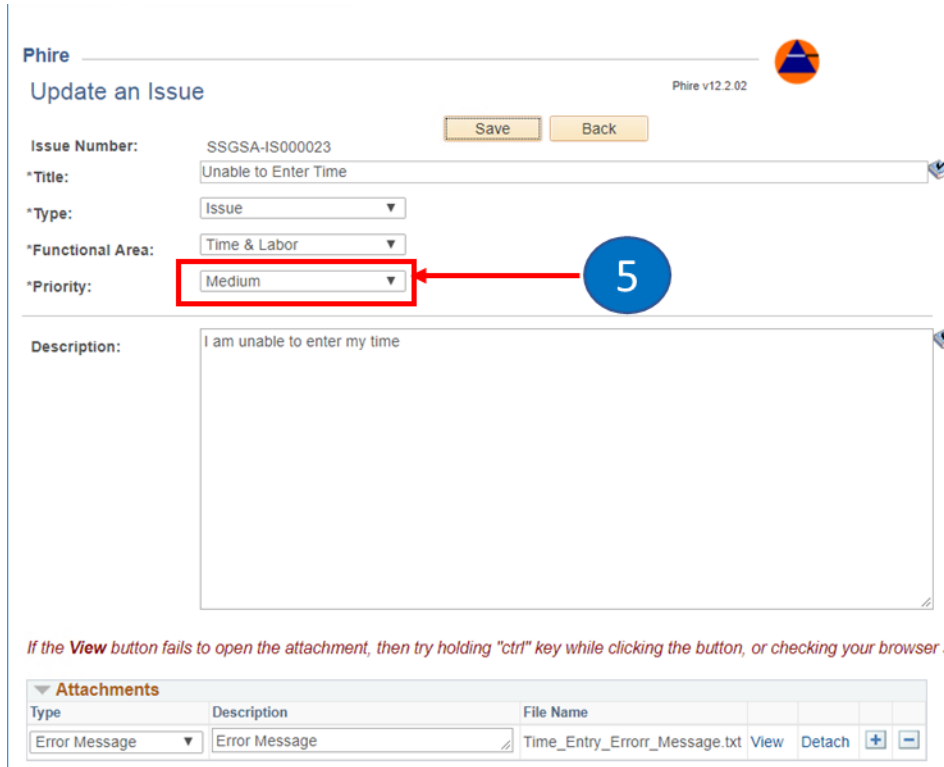*Step 4:* Select the ticket you want to update

Search Results

View All

Domain ID	Issue Number	Title	Type	Functional Area	Status	Status Group
SSGSA	IS000023	④	Issue	Time & Labor	Open	Open
SSGSA	IS000022	New Issue	Issue	Benefits	Open	Open
SSGSA	IS000021	Email Notifications Working	Issue	Benefits	Closed	Closed
SSGSA	IS000020	Having problems with...	Policy	Benefits	Open	Open
SSGSA	IS000019	Testing Another Issue	Issue	Human Resources	Closed	Closed
SSGSA	IS000018	New Issue	Issue	Benefits	Open	Open
SSGSA	IS000017	New Issue	Issue	Benefits	Assigned	Open
SSGSA	IS000016	Benefit Issue when attmpting to....	Issue	Benefits	Open	Open
SSGSA	IS000015	dschmidt cannot access the time entry page	Issue	Time & Labor	Open	Open
SSGSA	IS000014	How to update my benfits	Issue	Benefits	Open	Open

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

Phire

Update an Issue

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Save   Back

Issue Number:	SSGSA-IS000023
*Title:	Unable to Enter Time
*Type:	Issue
*Functional Area:	Time & Labor
*Priority:	Medium
	Critical
	High
	Low
	Medium

6

Description:

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**

Phire

Update an Issue

Phire v12.2.02

Save   Back

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Issue Number:	SSGSA-IS000023
*Title:	Unable to Enter Time
*Type:	Issue
*Functional Area:	Time & Labor
*Priority:	Medium
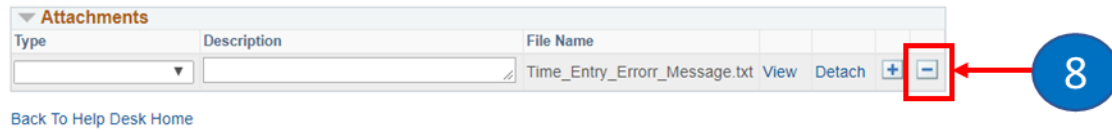
Description: I am unable to enter my time

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

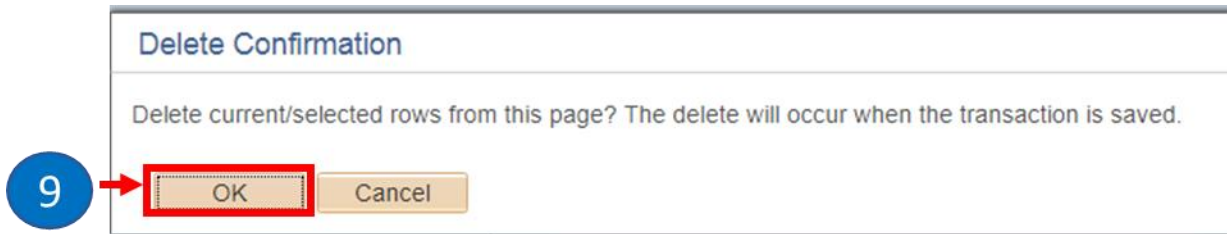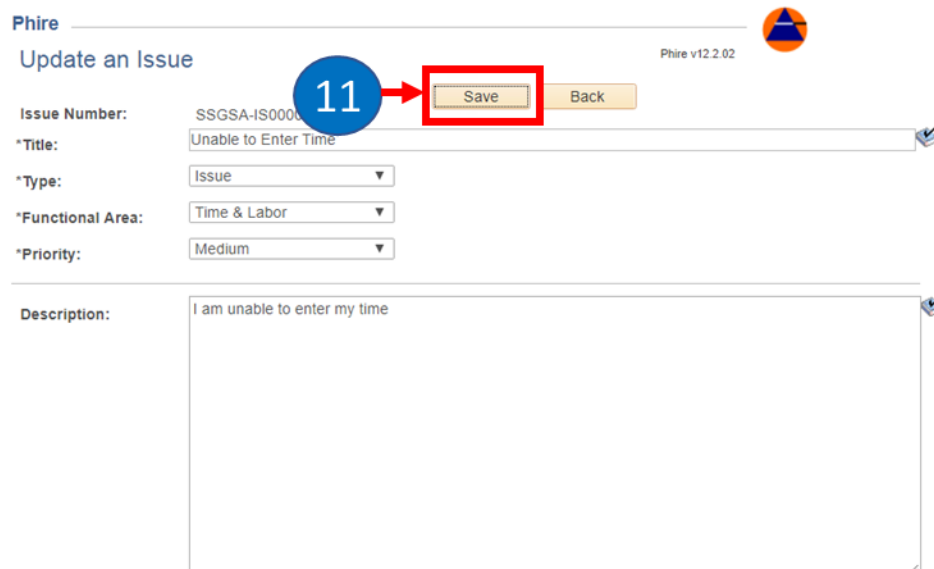*Step 8:* To delete an attachment, click the **minus sign** next to the attachment

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

Attachments

Type	Description	File Name				
▼		Time_Entry_Errorr_Message.txt	View	Detach	+	−

← **8**

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Step 9: Click on **OK**

Delete Confirmation

Delete current/selected rows from this page? The delete will occur when the transaction is saved.

9 → [OK] [Cancel]

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

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

Attachments

Type	Description	**10** →	File Name	Attach		
▼				Attach	+	−

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Step 11: Click **Save**

Phire

Update an Issue

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11 → [Save] [Back]

Issue Number:	SSGSA-IS000
*Title:	Unable to Enter Time
*Type:	Issue ▼
*Functional Area:	Time & Labor ▼
*Priority:	Medium ▼

Description:	I am unable to enter my time

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

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
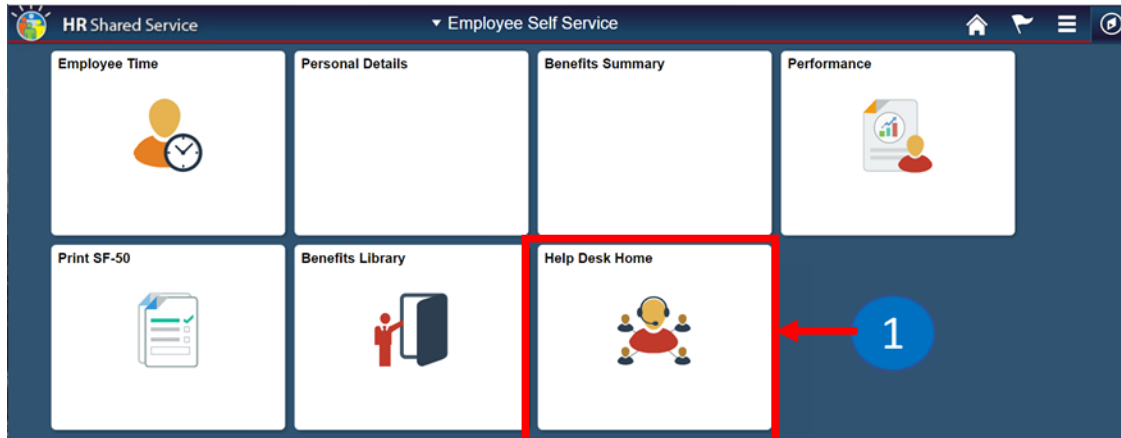
Step 2: Click **View Issues**
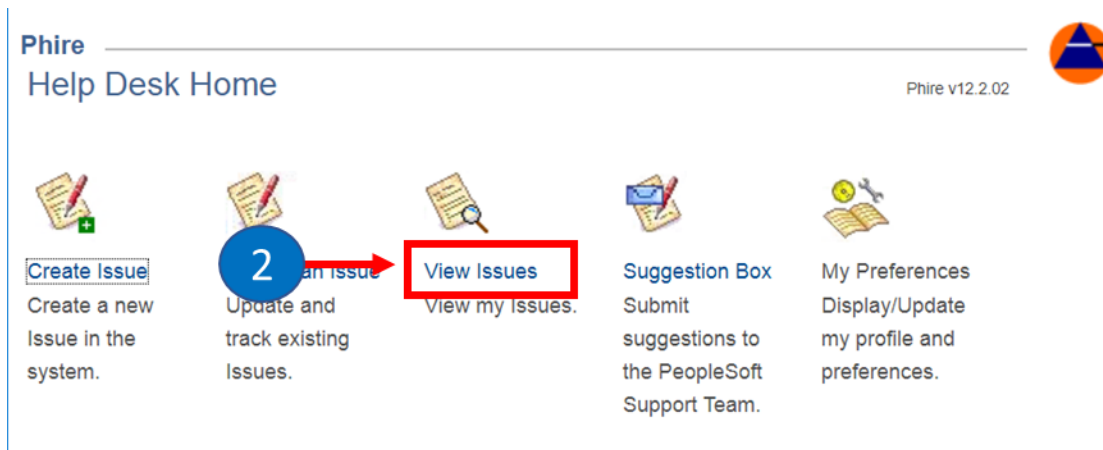
Step 3: A list of tickets that were submitted by you are listed

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

Issue Number	Type	Tracking #	Assigned To	Due Date	Priority	Days Overdue	Days to Resolve	Resolution Code
SSGSA-IS000008	Issue		SSCGSA_HELPDESK - SSCGSA_HELPDESK: clone of SSC	06/11/2018	Medium	-10		
SSGSA-IS000009	Issue		IBM_HD_TRIAGE - IBM_HD_TRIAGE: clone of GSA_H	06/27/2018	Low	-26		
SSGSA-IS000010	Issue		IBM_HD_TRIAGE - IBM_HD_TRIAGE: clone of GSA_H	06/02/2018	High	-1		
SSGSA-IS000012	Issue		GSA_HD_BEN -	06/27/2018	Low	-26		
SSGSA-IS000013	Issue		GSA_HD_BEN -	06/27/2018	Low	-26		
SSGSA-IS000014	Issue		GSA_HD_BEN -	06/28/2018	Low	-27		
SSGSA-IS000016	Issue		GSA_HD_BEN -	06/28/2018	Low	-27		
SSGSA-IS000017	Issue		dschmidt -	06/03/2018	High	-2		
SSGSA-IS000018	Issue		IBM_HD_TRIAGE - IBM_HD_TRIAGE: clone of GSA_H	06/03/2018	High	-2		
SSGSA-IS000022	Issue		IBM_HD_TRIAGE - IBM_HD_TRIAGE: clone of GSA_H	06/29/2018	Low	-28		
SSGSA-IS000023	Issue		GSA_HD_BEN -	06/14/2018	Medium	-13		

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Step 7: Click the **Issue Number** you want to review

My Issues

User: GSA_HELPDESK -
Only Show Open Issues: ☑

Personalize | Find | View All | 📷 | 📠   First ◀ 1-11 of 11 ▶ Last

Title	Details				
Issue Number	Title	Functional Area	Open Date	Status
SSGSA-IS000008	Federal De... ...on Link	Benefits	05/28/2018 4:08PM	Open
SSGSA-IS000009	When reproc... ...h event in Ben Admin	Benefits	05/28/2018 5:02PM	Open
SSGSA-IS000010	Custom BAS process needs to run with PSPBARUN	Benefits	05/28/2018 5:09PM	Open
SSGSA-IS000012	Historical rows are erroneously being flagged as self-service (FEHB)	Benefits	05/28/2018 10:46PM	Open
SSGSA-IS000013	EAD Activity Guide: SF-2810 form generation	Benefits	05/28/2018 11:12PM	Open
SSGSA-IS000014	How to update my benfits	Benefits	05/29/2018 9:15AM	Open
SSGSA-IS000016	Benefit Issue when attmpting to....	Benefits	05/29/2018 11:12AM	Open
SSGSA-IS000017	New Issue	Benefits	05/29/2018 11:29AM	Assigned
SSGSA-IS000018	New Issue	Benefits	05/29/2018 12:21PM	Open
SSGSA-IS000022	New Issue	Benefits	05/30/2018 3:57PM	Open
SSGSA-IS000023	Unable to Enter Time	Time & Labor	05/31/2018 9:55AM	Open

Step 8: The issue details are displayed

Issues

Issue Number:	SSGSA-IS000008	Accept Assignment		

Title:	Federal Dental and Vision Link		
Type:	Issue	Tracking #:	
Functional Area:	Benefits	DB Name:	
Priority:	Medium	Due Date:	06/11/2018
Status:	Open	Open Date:	05/28/2018 4:08PM

ⓘ Opened By: GSA_HELPDESK
ⓘ Assigned: SSCGSA_HELPDESK   SSCGSA_HELPDESK: clone of SSC
ⓘ Customer: GSA_HELPDESK
ⓘ Notify:

📋 Navigation:
📋 Description: Federal Dental and Vision Link does not appear in the Benefits Library

📋 Resolution:

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
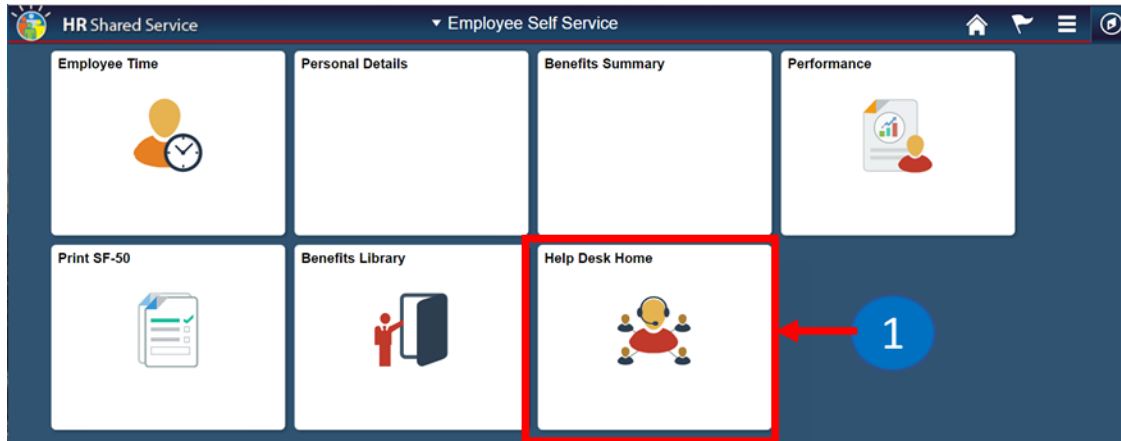
Step 2: Click **My Preferences**

Step 3: Click the **Bypass Issue Add Prompt** checkbox

Step 4: Click on the magnifying glass icon for **Default Domain**

User Preferences

User: dschmidt -

User Defaults

Primary Phone:		☑ Bypass Issue Add Prompt
Alternate Phone:		☐ Bypass CR Add Prompt
Primary Email:	douglas.schmidt@ibm.com	
Alternate Email:		☐ Notify Using Alternate
Default Domain:	🔍	
Primary Notify:	🔍	
Secondary Notify:	🔍	
Issue Report Template:	🔍	
CR Report Template:	🔍	
Output Type:	PDF ▼	

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Step 5: Select the appropriate **Domain ID**

Look Up Default Domain

Domain ID begins with ▼
Domain Description begins with ▼

Look Up   Clear   Cancel   Basic Lookup

Search Results

View 100   First ◀ 1-4 of 4 ▶ Last

Domain ID Domain Description
SSGSA   Share Services GSA Help Desk
SSNCU   Share Services NCUA Help Desk
SSOPM   Share Services OPM Help Desk
SSRRB   Share Services RRB Help Desk

Step 6: Click **Save**

User Preferences

User: dschmidt -

User Defaults

Primary Phone:		☑ Bypass Issue Add Prompt
Alternate Phone:		☐ Bypass CR Add Prompt
Primary Email:	douglas.schmidt@ibm.com	
Alternate Email:		☐ Notify Using Alternate
Default Domain:	SSGSA 🔍 Share Services GSA Help Desk	
Primary Notify:	🔍	
Secondary Notify:	🔍	
Issue Report Template:	🔍	
CR Report Template:	🔍	
Output Type:	PDF ▼	

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💾 Save   ← 6

End of Section 1

End of Module 37