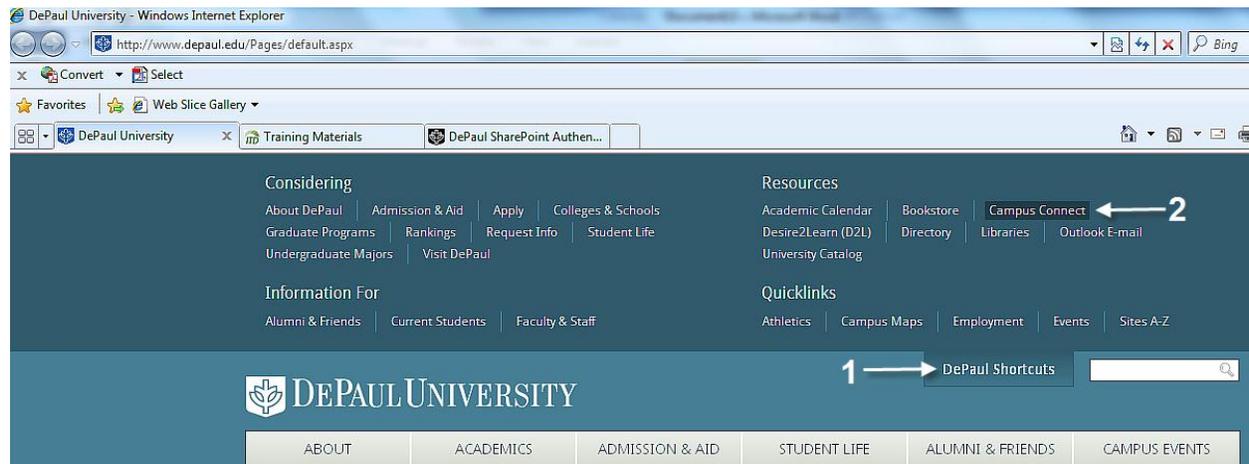


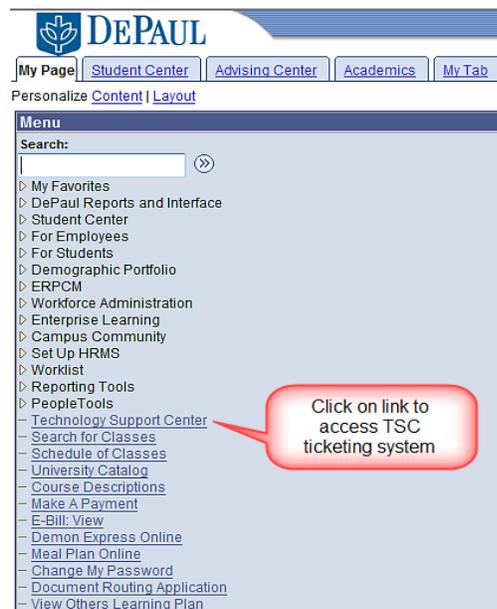
Creating a Help Desk Ticket

The best way to seek help with a technical or functional issue with a SharePoint web site is to submit a ticket with the Technology Support Center (TSC). It is best to use the web interface located inside of Campus Connection. This way you can document the issue fully and there will be a record of the problem and its resolution.

1. To submit a ticket **Go to Campus Connection** and log in. Campus Connect is accessed from <http://www.depaul.edu>: 1) Click on the “**DePaul Shortcuts**” link and 2) the curser will automatically position itself next to “**Campus Connect**”. Click on the name to sign on.



2. Once inside of Campus Connection, click on the **Technology Support Center** link:



- Click on the “[Request Help – Submit a Case](#)’ link to begin the ticket creation process:

Technology Support Center

- Search for Classes
- Schedule of Classes
- University Catalog
- Course Descriptions
- Make A Payment
- E-Bill: View
- Demon Express Online
- Meal Plan Online
- Change My Password
- Document Routing Application
- View Others Learning Plan

Your Options For Technology Assistance:
 Call 312-362-8765 for one-on-one assistance by Phone.
 (M - Th 8am to 8pm, Fr 8am to 5pm, Sat 8am to 4pm, Sun Noon to 4pm.)

[Request Help - Submit a Case](#) The TSC will be closed on all University holidays.
[Search My Cases](#)

Start by clicking here

- Fill in the form as outlined below. **Please be as complete and detailed as possible.** You can use the Snipping Tool in the Windows 7 operating system to capture a screen shot if needed (be sure to save it as jpg).

Add Case

Enter the appropriate information below. To submit your case, click the Submit button. To search for potential solutions for your problem, click the Submit and Search Solutions button.

Contact Details

Name: Contact Details Verify Contact Details [Edit Contact Details](#)

Problem Details

Case Type: Problem

Case Subtype: [Dropdown]

Category: Sharepoint Use drop down to set Category as "Sharepoint"

*Problem Summary: xxx is not working You must enter brief summary

Problem Details: I cannot xxx when I xxx Give as many details so that problem can be directed to correct unit

Incident Address

Detail: [Text Area] If you have screenshot, you may attach it here. [Edit](#)

Attachments

Attach a File

Submit When complete, click on Submit

- After you click **Submit**, you will get a confirmation page. (Make a note of the case number. It is highlighted below. In this example it is 560227.)

Create Case

Submit Confirmation



The Submit was successful.

Your Case Number is **560227**.

You will be contacted by one of our Customer Service Personnel.



- A short time later, you will also receive an email from tsc@depaul.edu. This is a confirmation of submitting a ticket only.

[TSC] Case Created - Case ID: 560227

tsc@depaul.edu

Sent: Tue 4/24/2012 12:02 PM

To:

Retention Policy: Mail Items (5 years) Expires: 4/25/2017

Dear

Thank you for contacting us regarding to the issue(s) that you reported. A brief summary of your request is shown below.

Some issues may require multiple teams to work on them, and if this happens you will be notified of each assignment. You will also be notified upon completion.

If you have questions about your issue, you may check the status by using the "Technology Support Center" feature at

- As the next step in the support process, you will receive an email or phone call from the person assigned to work on your ticket. They will ask additional questions and work with you for a resolution. They have received the following email.

A new ticket has been assigned to you - Case: 560227

tsc@depaul.edu

Sent: Tue 4/24/2012 12:09 PM

To: Patterson, Russ

Retention Policy: Deleted Items (90 days) Expires: 7/23/2012

ASSIGNMENT : Sharepoint Team For Case: 560227

Dear Russell Patterson,

An assignment with Case ID: 560227 has been assigned to you. Please view the Notes section and begin work as soon as possible. The case details are below.

Case ID: 560227

Customer: Russell Patterson

- The last step will be closure of your ticket. The support person will ask if they have completed the work or solved your issue and if they can close the ticket.

9. When work is completed on your ticket you will receive an email that the ticket has been closed.

Technology Support Case 560227 Closed

tsc@depaul.edu

Sent: Tue 4/24/2012 12:09 PM

To: Patterson, Russ

Retention Policy: Deleted Items (90 days) Expires: 7/23/2012

Information Services has completed work on the issue that you reported in case 560227. The solution is provided below.

Solution:

Used for screen shots, completed

If we have not resolved this to your satisfaction, please reply to this email or call (312) 362-8765 and we'll be happy to reopen your case. If you would like to provide feedback on our services or need to escalate your issue, please email IS-ServicesLeadership@depaul.edu and a member of