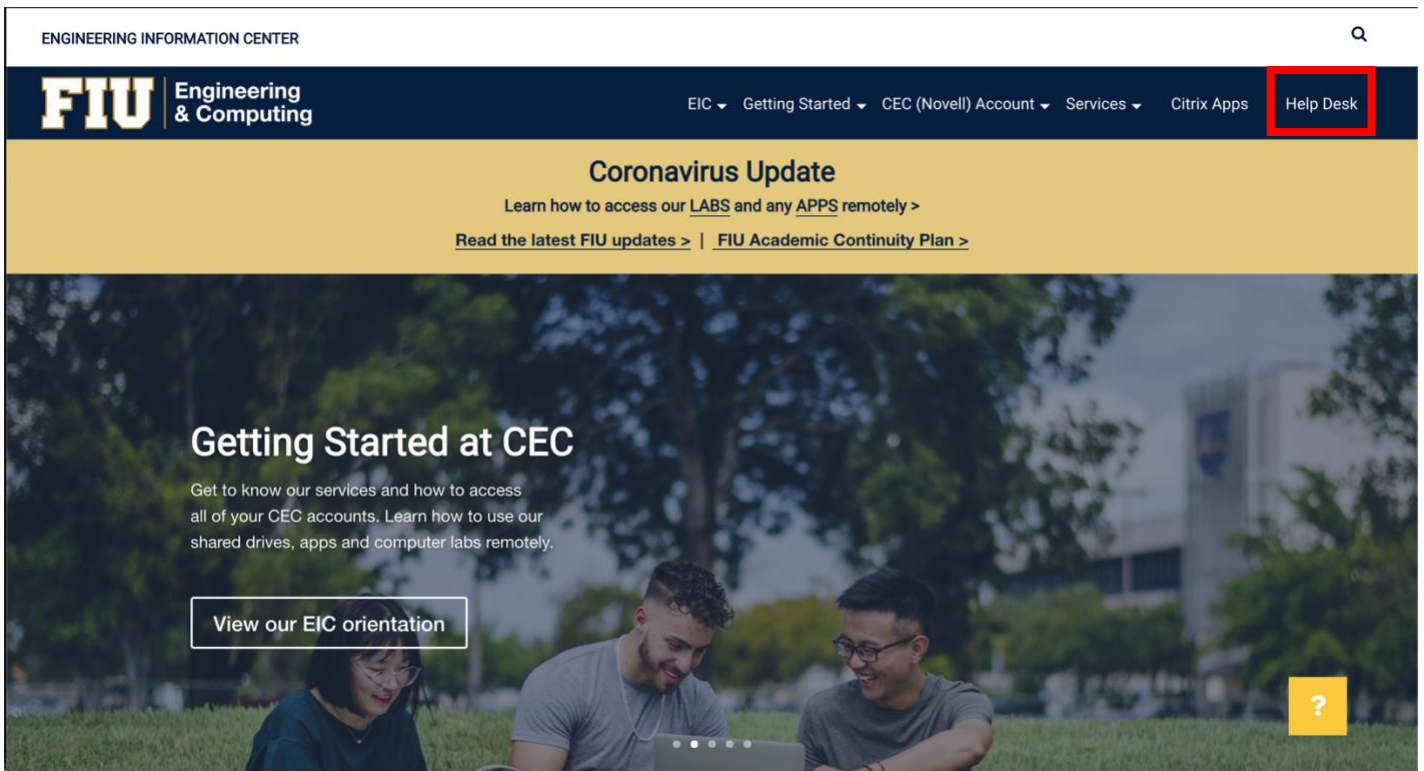
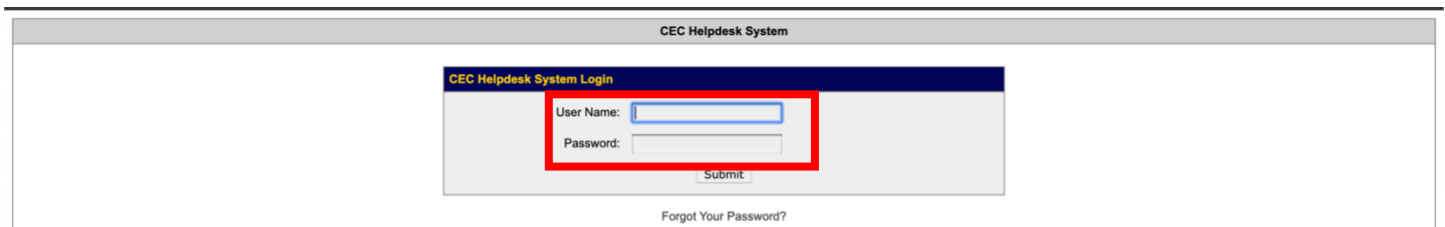


INSTRUCTIONS FOR SUBMITTING EIC HELP DESK TICKETS

1. Open your browser and go to eic.fiu.edu. Click on “Request Service” in the navigation bar.



2. This will open a new tab that will take you to the login for the EIC Help Desk. Enter your Novell username and password here to login. (If you have forgotten your password, please go back to eic.fiu.edu and choose “Change Password” in the navigation).



3. Once you are logged in, please click “Create Task” in the upper left hand menu.

home | user manual | you are logged in as cadcock | logout

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Task Manager Options

Task Options

- Create Task
- My Open Tasks (0)
- My Closed Tasks (0)
- My Group's Tasks (37)
- Unassigned Tasks (7)
- My Recent Tasks
- My Group's Recent Tasks
- Search For Task

Task # : Go!

Contacts

- Contacts Search

FAQ Options

- Knowledge Base
- Task Manager Knowledge Base
- Add to Knowledge Base
- Knowledge Base Stats

User Documentation

- Introduction
- Features
- Task Options
- FAQ Options
- User Options
- Printer Friendly

Task Manager Options

- Edit Profile
- View Groups

Reporting

- TimeLine Stats

Announcements

28/09/12 14:55

26/10/10 13:55

[Expand]

Visible To User Groups:
 COE ARC

Visible To User(s): No Users

Add Announcement

4. Once the ticket has been pulled up:

- Choose the category, so we know how best to route your request to individual team members
- Fill out a title for the ticket in the short description field
- Include all information and a brief description of the problem in the description field
- Attach any screenshots/emails or necessary attachments with the attachment field

home | user manual | you are logged in as ncesa002 |

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User Options

Task Options

- Create Task
- My Open Tasks (0)
- My Closed Tasks (0)
- My Group's Tasks (0)
- My Group's Recent Tasks (0)
- Task Search

FAQ Options

- Knowledge Base

User Options

- Edit Profile

User Documentation

- Introduction
- Features
- Task Options
- FAQ Options
- User Options
- Printer Friendly

Create Task

Task Manager Info

Task Manager Group: COE Task Severity: [v]
Task Priority: Medium Task Project: Instructional

User Info

User Name: ncesa002 Email: ncesa002@fiu.edu
Office: Phone Number: 905/910-1526


Task Info

Task Group: Windows Tech Category: New Installation-BP
Short Description: [v]
Description: [v]
Attachment: [Browse...]

Create Task Reset

5. Click "Create Task" once all the information has been provided for your request.

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User Options	Create Task																
Task Options <ul style="list-style-type: none">Create TaskMy Open Tasks (0)My Closed Tasks (0)My Group's Tasks (0)My Group's Recent Tasks (0)Task Search	Task Manager Info <table border="1"><tr><td>Task Manager Group:</td><td>COE</td><td>Task Severity:</td><td></td></tr><tr><td>Task Priority:</td><td>Medium</td><td>Task Project:</td><td>Instructional</td></tr></table>	Task Manager Group:	COE	Task Severity:		Task Priority:	Medium	Task Project:	Instructional								
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Task Priority:	Medium	Task Project:	Instructional														
FAQ Options <ul style="list-style-type: none">Knowledge Base	User Info <table border="1"><tr><td>User Name:</td><td>ncesa002</td><td>Email:</td><td>ncesa002@fiu.edu</td></tr><tr><td>Office:</td><td></td><td>Phone Number:</td><td>305/910-1526</td></tr></table>	User Name:	ncesa002	Email:	ncesa002@fiu.edu	Office:		Phone Number:	305/910-1526								
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Short Description:																	
Description:																	
Attachment:	Browse...																
User Documentation <ul style="list-style-type: none">IntroductionFeaturesTask OptionsFAQ OptionsUser OptionsPrinter Friendly	<p style="text-align: center;"><input type="button" value="Create Task"/> <input type="button" value="Reset"/></p>																

6. You can keep up with any tasks by click on the "My Open Tasks" tab and viewing them there.

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User Options	Create Task																
Task Options <ul style="list-style-type: none">My Open Tasks (0)My Closed Tasks (0)My Group's Tasks (0)My Group's Recent Tasks (0)Task Search	Task Manager Info <table border="1"><tr><td>Task Manager Group:</td><td>COE</td><td>Task Severity:</td><td></td></tr><tr><td>Task Priority:</td><td>Medium</td><td>Task Project:</td><td>Instructional</td></tr></table>	Task Manager Group:	COE	Task Severity:		Task Priority:	Medium	Task Project:	Instructional								
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