

Using the Online Computer Service Request System

MOTT COMMUNITY COLLEGE



Information Technology Services
Mott Community College



2HELP.MCC.EDU



Information Technology Services now has a web-based system available to faculty and staff that allows users to enter 2HELP requests online 24 hours a day.

This system can be used in place of calling 2HELP for non-urgent requests for ITS Support.

Users will also be able to log-in to track the status of their call ticket.

The following information will show you how to access this system.

Logging Into 2HELP



- In a browser window enter the URL **2help.mcc.edu**
- To login use your Webmail username and password



Welcome to 2Help!

Please enter your login information

User Name:

Password:

Login



Getting Around the Screen

- Your username is located at the top of the window.
- On the left is news regarding the system and Computing Support Services information
- In the main area you are given three options



Pick an Option



1. Submit a Service Request
2. Self Service
3. View your service request(s)

2HELP v6.0.04 Account: mottcc User: linda.motter

2Help

Welcome, Linda!
Here you can find solutions to common problems, and receive support from 2Help administrators by submitting Service Requests.

Please choose one of the following:

- If you are experiencing technical problems, please click here [Submit a Service Request.](#)
- [Self Service - View common problems and their solutions.](#)
- [View your old service requests.](#)

SysAid
Help Desk software by ilient

News

24-08-2009 23:00
Password Resets
Remember when you try to reset your windows password to hit Ctrl-Alt-Del and then click the Reset Password button.

24-08-2009 23:00
OPERATING HOURS
Remember that the HelpDesk would be happy to serve you between the hours of: Monday - Thursday 7:30am to 8pm
Friday-7:30am to 5:00pm

24-08-2009 23:00
2HELP
Remember to call Computer Support at 2HELP if you're experiencing technical difficulties and/or if you need help with the 2HELP Ticketing Request System.

Option 1: Submitting a Request



- Choose a category for your request type
 - Check the second level for submenu
 - Some categories have third level
- If you **do not** select the sub-category and one is available, you will not be able to continue

The screenshot shows the 'Submit Service Request' interface. At the top left is the 'ZHELP' logo. The top right corner displays 'v6.0.04 Account: mottcc User:'. The main form area is titled 'Submit Service Request'. It contains the following fields and controls:

- Category:** Three dropdown menus: 'Please select a category', 'Please select a sub-category', and 'Select third level category'.
- Ticket Title:** A text input field.
- Description:** A larger text input area.
- Urgency:** A dropdown menu.
- Asset:** A dropdown menu showing 'Not associated to asset'.
- Attachments:** A text input field with 'Add' and 'Remove' buttons.
- Submit:** A button at the bottom left of the form area.

A sidebar on the left contains a 'News' section with three items:

- 24-08-2009 23:00 Password Resets**
Remember when you try to reset your windows password to hit Ctrl-Alt-Del and then click the Reset Password button.
- 24-08-2009 23:00 OPERATING HOURS**
Remember that the HelpDesk would be happy to serve you between the hours of: Monday - Thursday 7:30am to 8pm Friday-7:30am to 5:00pm
- 24-08-2009 23:00 ZHELP**
Remember to call Computer Support at ZHELP if you're experiencing technical difficulties and/or if you need help with the ZHELP Ticketing Request System.

[Back](#)



Entering A Service Request

- After filling in the categories
- Give your ticket a title
- Add a description
- Select Urgency
 - Only Normal is available
- Add attachments
 - You can supply screenshot(s) (if applicable)

The screenshot shows a web browser window with the URL `http://2help.mcc.edu/SubmitSR.jsp`. The page title is "2HELP" and the version is "v6.0.04". The user is logged in as "mottcc". The main content area is titled "Submit Service Request" and contains the following fields:

- Category:** A dropdown menu with "Accounts" selected. A sub-menu is open showing "Please select a sub-category." with options "Change", "Delete", and "New".
- Ticket Title:** A text input field.
- Description:** A large text area for entering the request details.
- Urgency:** A dropdown menu with "Normal" selected.
- Asset:** A dropdown menu with "Not associated to asset" selected.
- Attachments:** A text input field with "Add" and "Remove" buttons.
- Submit:** A button to submit the request.

On the left side, there is a "News" section with three items:

- 24-08-2009 23:00 Password Resets**
Remember when you try to reset your windows password to hit Ctrl-Alt-Del and then click the Reset Password button.
- 24-08-2009 23:00 OPERATING HOURS**
Remember that the HelpDesk would be happy to serve you between the hours of: Monday - Thursday 7:30am to 8pm Friday-7:30am to 5:00pm
- 24-08-2009 23:00 2HELP**
Remember to call Computer Support at 2HELP if you're experiencing technical difficulties and/or if you need help with the 2HELP Ticketing Request System.

Description Details



- Be as descriptive as possible
- Don't just enter that it's broke
 - What was happening when the problem occurred?
 - Were there any messages that appeared on the screen?
 - What have you already tried?
 - Has this ever happen before?
- What is the location where service is needed
- Phone number where you can be reached



Option 2: Self Service

- View common problems and solutions
- Use the search to quickly find solutions (FAQ)
- This area will continue to develop as information is added to the knowledge-base

The screenshot shows a web application titled "Self Service". At the top, there are buttons for "Expand all" and "Collapse all", and a search bar. Below this is a section "Choose a Self Service item:" containing a tree view of categories. The tree view includes "Self Service" (expanded), "Datatel" (expanded), "Colleague" (expanded), "Other" (expanded), "Remove unprocess letters from VPC", "Student Transcript Does Not Match Cours", "Printing Problem", "Cannot Print From Datatel Requires Print", "Issue/Request", "Computer - OFFICE", "Other", "Removal of Viruses", "EMS", "EMS Room Additions", "Lotus Notes", "Other", and "Lotus Notes".

To the right of the tree view is a detailed view of a ticket. The ticket information is as follows:

- Category: Datatel \ Colleague \ Other
- Ticket: Remove unprocess letters from VPC
- Title: Remove unprocess letters from VPC
- Question: As revealed during training, there are 1,000+ old documents that reside in VPC. Please delete all documents dated prior to Jan 1, 2009. This request is based on our conversations in Datatel FA Bootcamp. Please advise of best solution if this request will impact other areas.
- Answer: 6410 - CM: How to remove old letters from VPC / LTREQ Problem: The View Pending Correspondence (VPC) form (or LTREQ query) shows many old letters that are no longer needed, how can they be removed? Solution: Letters can be deleted using the Process Correspondence Batch (PCB) Delete (X) option, but this will not delete any letters with an Error status. In addition, this is a tedious way to delete large numbers of old letters. Therefore, if there are many old letters to be removed, they can be deleted using the Batch Delete LTREQ Records (DLTR) process. This form includes a number of ways to identify LTREQ records to be deleted, such as using saved list (of LTREQ record keys), Document Name (ID), Print Date, Batch ID's or PERSON.ID's. NOTE: When deleting a large number of records, it is recommended to make a backup of

[Back](#)

Option 3: View Service Requests



- Here you can view your previous request(s)
 - Find out who was assigned to your request
 - Get status of request
 - View the resolution to your request

View your old service requests.

Search

Show All <<< 1 of 1 >>>

Status: Assigned to: Group: Category: Urgency: Priority:

Your Service Requests - Records 1 - 1 of 1

#	Request time	Request user	Department	Category	Sub Category	Description	Assigned to	Urgency	Due Date	Status	Resolution	Close time
3091	8/31/09 10:36 AM	Linda Motter	ITS e-Learning	Issue/Request	Web	I can not view service	none	Normal		New		

[Back](#)

What Happens to My Service Request



1. Added to Service Queue - receive an email
2. Assigned a technician - receive an email
3. Technician will review service request
 - The technician may contact you for more information
4. You will be kept informed via email for all activity regarding your request
5. Your request may be finished in multiple steps – you will receive notice for each step completed.

Using the Online Computer Service Request System

MOTT COMMUNITY COLLEGE



Information Technology Services

Mott Community College

On Campus 2-HELP (2-4357)

Off Campus 810-767-HELP (810-767-2357)

