

Track-It! 9

Self Service

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WHAT IS TRACK-IT SELF SERVICE (TSS)?

Track-It Self Service (TSS) is an electronic system that allows the computer technicians to work with problems more efficiently by having the clients submit their problems electronically. TSS can be accessed by any computer through the internet.

WHY USE TRACK-IT SELF SERVICE?

Current Problem

The Computer Services receives many calls and visits every day about all sorts of problems concerning computers, phones, network access etc. In order for the Computer Services department to provide better long-term solutions, we must be able to review all the problems and fixes that we have. TSS helps us make a record of all things we had done. Secondly, information of problems can circulate much better amongst Computer Services workers, decreasing the misunderstanding that the current system is causing.

User Benefits

- User can provide Computer Services with the most accurate and up to date information about problem. (Current system requires a Computer Services staff member to transcript the user's problem to paper which may be inaccurate.)
- User can receive most up to date information on the progress made to solve his or her problem.
- Solutions and instructions can be received electronically because many problems are only a few clicks away for resolving. Instructions for solutions via typed documents and pictures may help the user follow more easily.
- TSS provides the users more ability to self help by including a **Solutions Database** that would contain many self help solutions to many small problems.

STEP ONE:

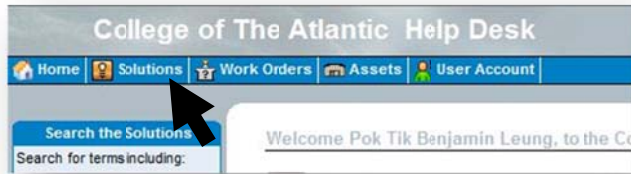
HOW TO ACCESS TRACK-IT SELF SERVICE



1. Follow the link
<http://trackit.coa.edu/ti>
2. Enter your username and password.
NOTE: If it is your **FIRST TIME** logging in, enter your username and initial password (which you should have received in an email) and click Login. Track-it will prompt you to set a new password.

- The Track-IT Self Service Portal is available on campus and off campus.
- If you do not know your Track-IT username or password, email mitchell@coa.edu.

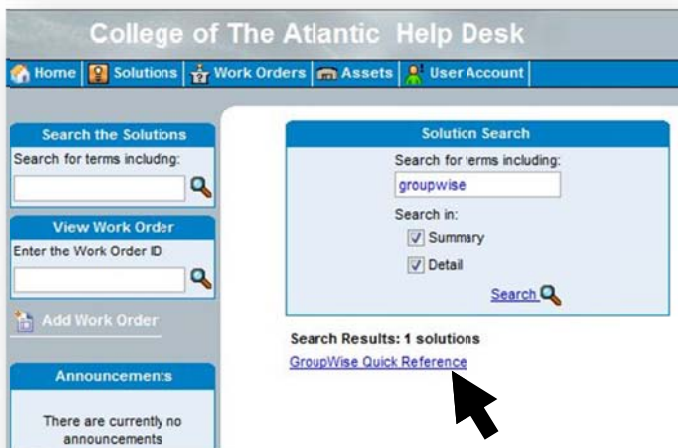
STEP TWO: HOW TO SEARCH FOR SOLUTION



1. Click on **solutions** on the menu bar located at the top of the webpage. You would be taken to a similar page with a **Solution Search** box in it.

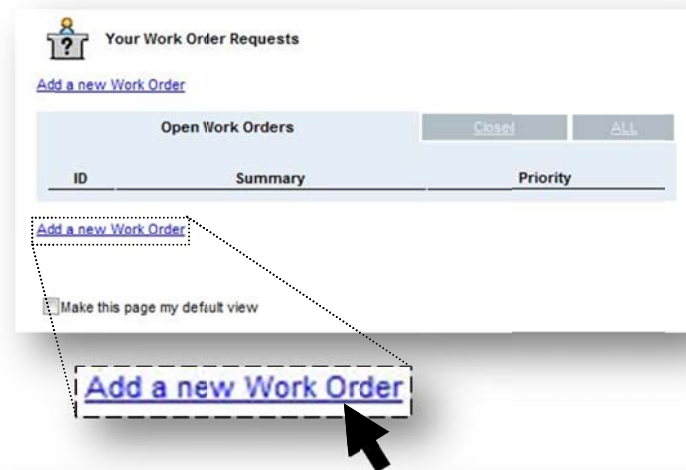


2. Type keywords that may concern your problem. Click search.
Example: if you have problems with Groupwise mail, try searching with keyword "groupwise" or "mail".



3. Search results would show up below the search box. The links would take you to documents or other web pages that contains material to help with specific problems.

STEP THREE: HOW TO REPORT A PROBLEM



Work Order REQUEST

Fill this form out as completely as possible. When you submit this Work Order you will receive a confirmation number.

[Back to Your Work Orders](#)

Summary (*):

Call Back Number:

Priority (*):

Type (*): Subtype: Category:

Notes:

Attachment:
 No file chosen

(* Denotes a required field.

1. Click on **Work Orders** on the top menu bar.
2. You will arrive at a page where there is a table. This table will be where you can see all the work orders that you had submitted. Click **Add a new Work Order**.
3. Enter information about problem.
Categories with (*) is a MUST complete.

Summary: A few words describing problem.

Call Back Number: *Optional*

Priority: How urgent is your problem?

Type, Subtype: Try to identify the type of problem you are encountering.

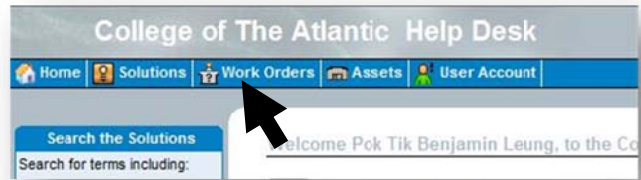
Notes: Enter a detailed description of your problem. Try to include also the error messages that you receive.

Click on the **Submit** button. The work order would be sent to the Computer Services HelpDesk.

STEP FOUR: PART 1

PROGRESS, RESOLUTION & FEEDBACK

1. Click on **Work Orders** on the top menu bar.
2. The list of work orders that the user submitted would be displayed. Click on the work order that you would want to check progress on. In example, the user is checking on a Groupwise problem that he/she had submitted.
3. The details of the work order would be displayed.

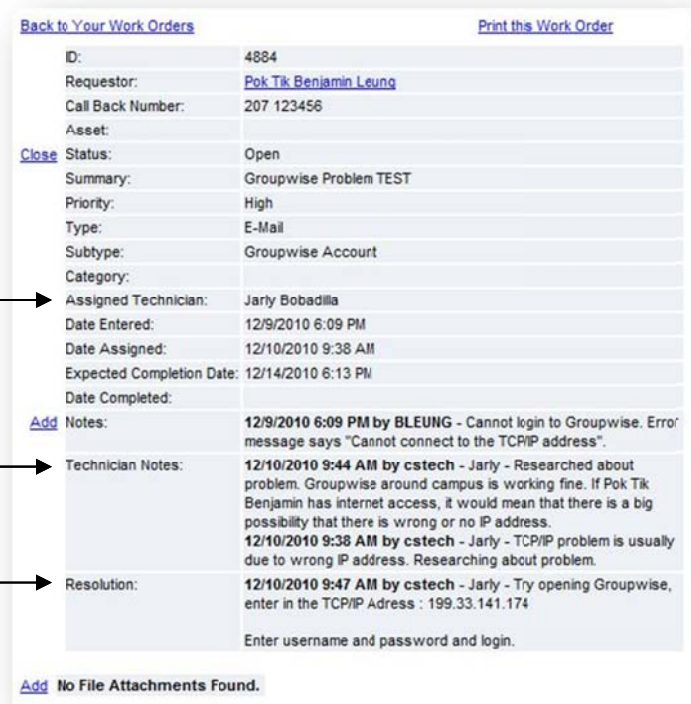


Details of your work order
The details that you submitted.

Assigned Technician
The technician assigned to work on your case.

Technician Notes
Notes that the technician had taken during the process of identifying, researching and solving your problem. You can see who, when and what was done to solve your problem.

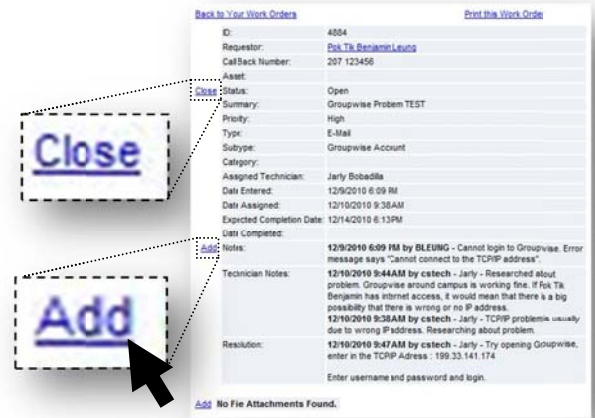
Resolution
This is where the technician would enter the solution for the fix. Read carefully and try to follow the steps that the technician entered.



STEP FOUR: PART 2

PROGRESS, RESOLUTION & FEEDBACK

4. There is an **Add** and **Close** button on the side of the table. Both buttons would bring up a typing box for you to type in. The **Add** button means you have something you want to add to your ticket. The **Close** button means you would like to close/cancel your ticket. Click **Save** to submit the text.

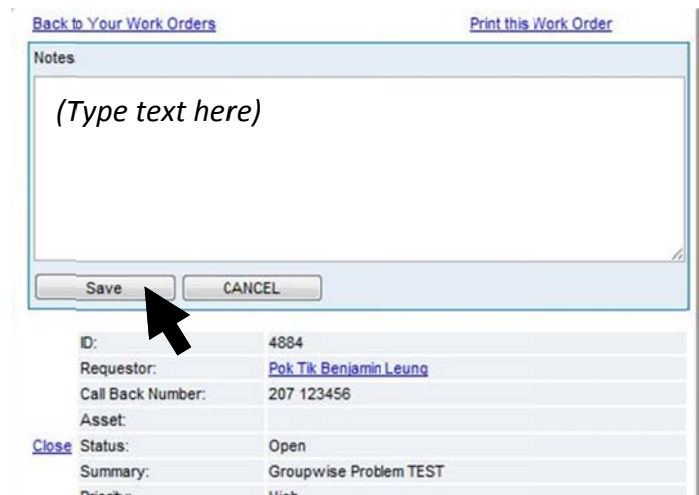


Uses of the **Add** button:

- When a solution did not work. You should click the **Add** button and type in the text box:
 - o If you had follow the instructions given by the Computer Services staff.
 - o Was the problem solved? Or did a new problem / error come up.
 - o What is the situation of the problem now? Any changes noticed?
- When you want to update Computer Services about your situation.

Example:

"I am going to be out. Feel free to come up to my office even if I'm not there"

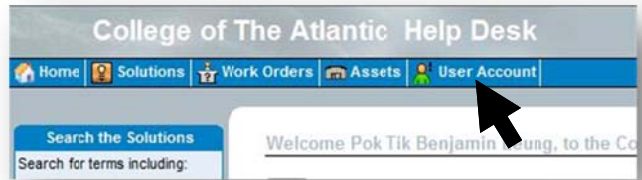


Uses of the **Close** button:

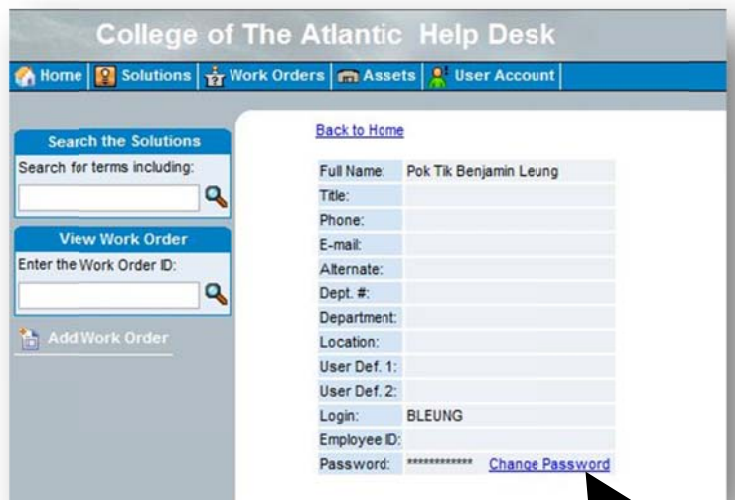
- At this time, only IT staff should close tickets.

CHANGING YOUR PASSWORD

1. Click on **User Account** on the top menu bar.



2. Click on **Change Password**.



3. Enter old password, and new password.
Click ok.

