

(Formerly GetHelp) Version 7.1 Release Documentation

Frontline Education is happy to announce the release of Help Desk version 7.1 which includes the following enhancements:

- 1) View Previous Submitter Ticket(s)
- 2) User Portal Knowledge Base

1. View Previous Submitter Ticket(s)

The new Submitter History tab on the right side of the ticket view lets the technician quickly see the quantity of previous tickets for the Submitted By user and view past ticket details without leaving your ticket page.

Service Desk: Submitter History Tab

- From the Service Desk view, previous tickets opened by the Submitted By user can be viewed on the right side of the ticket page on a tab called Submitter History.
- The Submitter History tab will display in parenthesis "(X)" the quantity of previous tickets for the submitter.
- If the Submitted By user has no history of previous tickets, "(0)" will display on the Submitter History tab. The Submitter History will show zero "(0)" if this is the first ticket they have submitted.

Dashboard Tickets • Knowledge Base • Anal	ytics					🙆 🌲 🚱 🌣 Admin 🝷	🔒 AnnaMaria Gallozzi 👻
Create Ticket						Q Search	Search
< Back 12798 Krishna_PType_Test	7 - Missing Hyperl	ink on District	Site				Quick Help
Edit Details Reroute Details Status: Priority: Problem Type: Custom Field	Krishna SA Open Medium Krishna_PType_Test	Submitted On: Last Edited: Time Tracked:	04/01/2023 1:32 PM 04/03/2023 2:48 PM 00 hr 00 min	₽	Contact Info Assigned Technician: Submitted By: Service Groups: Followers:	Start Progress Krishna SA 🗳 (Manage) (Manage)	Submitter History (19)

- Clicking the Submitter History tab will display a list of previous tickets unless the ticket has been removed, all ticket statuses will show in results.
- Tickets are shown in order of most recently submitted.
- The Submitter History tab displays up to 8 tickets in the results listing per page.
- Paging arrow icons will display at the bottom of the results listing to view older tickets or return to the start.

Dashboard Tickets - Knowledge Base - Analytics		0 🌲 👩 🌣 Admin 👻 😌 AnnaMaria Gallozzi 👻
Create Ticket E Create Article		Q 127987 Search
< Back 127987 - Missing Hyperlink on District Site	łep	Previous Ticket(s) × Found 19 ticket(s)
Krishna_PType_Test	Quick F	27856 THH-553_FailureToastr THH-553_FailureToastr
Edit Detailis Reroute Krishna SA	tory (19)	8 125780 K_DevTest_Unassign_Ticket5 5 125779 K_DevTest_Unassign_Ticket4
Details D	Conta ^{SH}	8 K_DevTest_Unassign_Ticket4
Status: Open Submitted On: 04/01/2023 1:32 PM Priority: Medium Last Edited: 04/03/2023 2:48 PM	Assigned Technicia	4 125778 K_DevTest_Unassign_Ticket3
Problem Type: Krishna_PType_Test Time Tracked: 00 hr 00 min	Submitted By: Service Groups:	B 125777 K_DevTest_Unassign_Ticket2 K_DevTest_Unassign_Ticket2
Custom Fields @	Followers:	B 125776 K_DevTest_Unassign_Ticket1 K_DevTest_Unassign_Ticket1
Already faced this issue:	Location I	B 125756 K_Tech_Unassign_Tickets_2 K_Tech_Unassign_Tickets_2
Description	Site: Room:	E 125754 K_Unassign_Tickets
https://sandbox.hsshelpdesk.com/UP/article/138		Showing results 1 - 8

- Clicking on a ticket opens a new browser tab so the technician or admin does not lose their work on the original ticket.
- Three tabs are now possible to view from a ticket.
 - 1) Quick Help tab If there is a knowledge base article relevant to the ticket the Quick Help Tab will be listed first.
 - 2) Tag History tab If a tag is associated to the ticket with previous tickets the Tag History tab will be listed next.
 - 3) Submitter History tab If the submitted by user has previous tickets the Submitter History tab will be listed at the bottom.

• When any one of the tabs is clicked to display results, the other tabs can be found on the left side for the user to toggle between tabs, as shown below.



• If a technician or admin performs a Search from the top navigation while Viewing a ticket with Submitter History, Quick Help, or Tag History tabs present, the tabs will be hidden behind the search results and not be viewable until the search results are closed.

Dashboard Tickets - Knowledge Base - Analytics							(B)	🝘 🌣 Admin 👻 😑 AnnaMa	ria Gallozzi 👻
Create Ticket							Q ne	twork	Search
< Back	2/28/2023 Mediu	m CB Chargin				Π	Search F Found 16 tick	Results ^{et(s)}	×
			9 13500 13500				12	Onboard the new Network Adm	nin
Technology > Equipment	nt > Chromebook > CB Ch	arging Issue					Jeremiah stil	I needs to be officially onboarded. Pleas	e distributed
Edit Details Q View	Device Details Reroute	AnnaMaria Gall	ozzi				22 Please do so	Network is too slow	n our office.
Deteile					Contact		26	Spotty Network in Conference	Room
Details				Ð	Contact	10	Connection of	drops in and out of the conference room,	typically in the lat
Status:	Request Approval	Submitted On:	02/28/2023 11:49 AM		Assigned Technician		40	Sharepoint password issue	
Priority:	Medium	Last Edited:	02/28/2023 11:49 AM		Submitted By:		My sharepoir	nt password doesn't work when I am on	/PN. Is this a netw
Problem Type:	CB Charging Issue	Time Tracked:	00 hr 00 min		Service Groups		113	Can't connect to the network i	n Teachers Io
Queters Field	1				Followers:		Teachers are	having trouble connecting to wifi in the	teachers lounge
Custom Field	IS C						144	Conference phone in 105 isn't	displaying a
Parts Required:		Repair Stage:					network erro	r is on the phone display.	
Technician List:					Location I	nfo ၉	150	6/4/2019 Critical Network Issue	e
					Site:		Help Me		
Description					Room:		1251	Can't connect to wifi	
this is a test							Chromebook	displays network is not available.	
								Showing results 1 - 8	
A 11									

Other Considerations:

- Depending on the computer/browser resolution of the user, the Quick Help, Ticket History and Submitter History tabs may have more or less spacing between them. We recommend using 100% resolution on your browser window, if you change your resolution, the spacing the tabs may space further apart.
- If a submitters ticket is missing from the flyout, it may mean the submitters name is not associated to the ticket as the Submitted By user.
- If the technician has a restricted user view based on site, problem type, or service group, they will not be able to view the restricted tickets in the previously submitted tickets. They will be able to see tickets they are assigned to, are following or have access to.

2. User Portal Knowledge Base

From the User Portal, your Knowledge Base Articles are now accessible to your end users (Staff, Student) directly from the top navigation on the homepage without the need to open a new ticket. From the Service Desk, Technicians and Admins can share article links to users and users can open links and/or search for articles from the User Portal on their own.

Hide Articles from the User Portal or Students

The Knowledge Base has new options for published articles. By default, the options will be unchecked leaving the article for everyone to view from the User Portal. To hide articles from the User Portal or just from Students, follow the steps below:

- Click on Create New Article or Edit an existing article (if you are an admin or your own article if you are a technician.)
- Articles support rich text editor and can handle embedded pictures or videos.
- As you are editing or creating an article, you will notice two new options are present below "Link to Tickets" called Hide this article from User Portal and Hide this article from Students.
 - Hide this article from User Portal by choosing to hide this article from the User Portal, you are hiding it from ALL users who are not technicians or admins.
 - Hide this article from Students by choosing to hide this article from Students, you are choosing to allow Staff Members (who has successfully added their ID to access the User Portal) to see the article. Students as well as Staff who have not updated their ID in Help Desk User Portal will not be able to view these articles.

	Create Article
* Article Name:	Please Enter Article Name
* Category:	Select A Category
* Keywords:	Add Keywords To Article O Add
Link to Tickets:	Search For Tickets • Add
[Hide this article from User Portal Hide this article from Students
* Summary:	B I <u>U</u> ↔ A·Tt· »·¶·≣·≡·⊘ ⊡ @ ⊞ —
* Action	Characters : 0/8000
Action:	Select an action for this article Preview Create Cancel

REMINDERS:

- Technicians can create articles and save drafts.
- Technicians can edit articles they create.
- Only Admins can publish articles.
- Only articles in a status of "Published" can be viewed by technicians and users in the system.
- Please verify the status of an article is not "Draft Saved" or "Pending Approval" if the article should be found by technicians or users.

NOTE: To have a user update their ID in User Portal, have them login to the Help Desk User Portal and navigate to their profile settings from the top right corner next to their name. Click on "Reset ID". Once the ID is set, if the user matches a profile in Asset Management (populated by the SIS or HR data imported nightly) the user will be set up to see appropriate articles.

De	mo 2	O Stefanie Barnett 👻
Wel Need help? Click on the	come, Stefanie! e device below you are having a problem with.	
Profile Setting	s ×	
Name: E-Mail: v Phone Number: ID: Up	Stefanie Barnett sarthrell@hayessoft.com I would like to receive email notifications from Frontline Help Desk (512) 947-7114 112517 🗹 date Reset ID Arange Password	

Search Knowledge Base Articles from the User Portal

The option to search the districts' knowledge base articles is available when a Staff or Student user logs into the Help Desk User Portal.

• Upon logging in to the User Portal, the "Knowledge Base" button will appear on the top navigation next to the "Create Ticket" button. If no Knowledge Base Articles are available for the end user to view, the button will be hidden and not display.

Dashboard	Create Ticket	Knowledge Base	\varTheta AnnaMaria Gallozzi 👻						
	Welcome, AnnaMaria! Need help? Click on the device below you are having a problem with.								
		c	HROMEBOOK LEN						
			-or-						
			Create Ticket						
			Your Tickets						
Show Open T	ickets ~		Open Resolved Closed						
Chromebook- Keys broke 13613	Hardware > Screen > Shatter n	ed Screen © 08/17/2020							

• On the "Knowledge Base" page, the Articles grid is filtered by the most helpful articles by default. Helpful Articles are decided by users viewing articles when they click the "This Was Helpful" button.

Dashboard	Create Ticket	Kn	owledge Bas	e	Sandbox from			ayes Sof	itware	O Robert'Staff Hackman *	
Articles	Application Error	E-Mail	Hardware	Network	Other	Request	System Error	Telecor	nmunications		
Title					Au	thor			Category	Last Updated	Helpful -
								٣		month/day/year	2
Enabled to Disabled	d > Published to Unp	ublished			Pa	ri SA			Application Error	02/28/2023 3:43 AM	凸 7
How to fix a laptop	that won't charge				Su	priya Bhat			Hardware	04/03/2023 1:50 PM	iÓ 3
iPad Home Button I	not working				Pa	ri SA			Hardware	04/03/2023 2:11 PM	iÓ 2
My student can't lo	g in to the SIS Stude	nt Portal. \	What do I do?		TR	technician :	service		Application Error	04/03/2023 1:57 PM	1 <u>0</u> 2

- The article grid has searchable and filterable columns:
 - A. Title (Search and Sort) knowledge base article title
 - B. Author (Search and Sort) original creator of the article
 - C. Category (Search, Single or Multi-Select) default category assigned to article

D. Last Updated (Sort only) – last time the article was published, this could be when the article was created or if edit were saved.

E. Helpful (Sort only) – number of times users clicked the "This Was Helpful" button on an article

• On the top of the Knowledge Base Articles grid are quick Category buttons to help users filter the grid. Multiple Category buttons can be selected at one time. The Category options listed at the top are hardcoded and are the categories an Admin or Technician choose when creating an article. The options are: Application Error, E-Mail, Hardware, Network, Other, Request, System Error, Telecommunications.

Articles	Application Error	E-Mail	Hardware	Network	Other	Request	System Error	Telecor	nmunications			
Title					Au	thor			Category		Last Updated	Helpful 🕴
								•	Hardware ×	×	month/day/year	
How to fix a laptop	that won't charge				Su	priya Bhat			Hardware		04/03/2023 1:50 PM	<u>∎</u> 2) 3
iPad Home Button	not working				Pa	ri SA			Hardware		04/03/2023 2:11 PM	(2) 2

Open Knowledge Base Articles from the User Portal

- To open a Knowledge Base Article from the grid, click on the title hyperlink.
- The title hyperlink will open a new browser tab to display the article.
- The article page has different options for the user to select:

A. Back - the back button opens the Knowledge Base Article grid with their search results persisted. If no search criteria was entered on the article grid, the back button will display articles sorted by most helpful (default sort order).

B. Share Button – this icon will open a share tray with multiple options for the end user to utilize. See below for further details.

C. Related Articles - the Related Articles button will display articles on the grid with the same category as the article they are viewing.

D. This Was Helpful - the This Was Helpful button when clicked adds a count to the Helpful column of the grid, causing the article to display higher in the default listing. Once this button is clicked, it will disappear for that user on that article on future views.

Dashboard Create Ticket Knowledge Base	\varTheta AnnaMaria Gallozzi 👻
< Back	
My student can't log in to the SIS Student Portal. Cate What do I do?	agory: Application Error
Have the student log in with the default password that was first assigned to them.	
If the student does not know their default password, follow these steps:	
 If you are an administrator, search for "Stu" in the Quick launch box. 	
S. Enter the student is name in the appropriate tends and search to the student by clicking on the "and bouble. 4. Once the student profile displays, click on "Other Info" tab.	
 Scroll down to the "Student Active Directory Info" section to see the default password. 	
By Aannamaria Gallozzi Last updated on Apr 5, 2023	
Was this helpful? This was helpful Related Articles	

Share Article

The Service Desk and User Portal now have the option to quickly share Knowledge Base Articles with users.

- The "Share Article" icon is present from:
 - 1. Service Desk > Knowledge Base > Article Grid. Only Published status Articles can be shared, otherwise the share icon is disabled.

Title	Status	Category	Last Updated	
	v	×	month/day/year	_
Password Reset	Draft Saved	Hardware	04/05/2023 4:05 PM	Delete
${\ensuremath{\mathfrak{O}}}$ My student can't log in to the SIS Student Portal. What do I do?	Published	Application Error	04/05/2023 3:48 PM	1 Delete
● iPad Home Button not working	Published	Hardware	04/05/2023 3:47 PM	1 Delete
Chromebook Issues	Published	E-Mail	08/18/2020 3:03 PM	Delete
H K I P H 20 V items per page			-	1 - 4 of 4 items

2. Service Desk > View Ticket - Quick Help flyout when viewing a ticket.

< Back					1	2	Related Articles	×
Chromebook-Hardware >	Broken char Screen	ger				Quick Help	How to fix a laptop that won't charge	
Edit Details Reroute	Aannamaria Ga	allozzi				y (2)	« 1 »	
Details				₽	Contact Info	itter Histor		
Status:	Open	Submitted On:	04/12/2023 11:51 AM		Assigned Technician	mduð		
Priority:	High	Last Edited:	04/12/2023 11:51 AM		Submitted By:	Sa		
Problem Type:	Screen	Time Tracked:	00 hr 00 min			Те		
					Service Groups:	(M.		
Description					Followers:	(M.		
Laptop won't c	harge							

3. Service Desk > Create/Edit Ticket - Quick Help flyout when creating a ticket.

Dashboard Tickets - Knowledge Base - Analytics		🌲 👩 🌣 Admin 👻 🔒 Aannamaria Gallozzi 👻
Create Ticket Create Article		Q Search Search
* Summary:	Broken charger	e Related Articles
* Priority:	High ~	Y Y D D D D D D D D D D D D D D D D D D
* Submitted By:	Saritha Yadav - Service Tech - saritha.yadav@c * Submitted By Me	
Assigned To:	Aannamaria Gallozzi ~ Assign To Me	
Description:	A Assign Service Groups 53 Add Followers	
	B I U : ≞ ≡ : & ⊞ ⊠ : 5 C	
	Laptop won't charge	
	•	

4. User Portal > Knowledge Base > Article Page - The share icon is present on the page displaying the article.

Dashboard	Create Ticket Knowledge Base	\varTheta AnnaMaria Gallozzi 🔹
	< Back My student can't log in to the SIS Student Portal. What do I do?	2
	Have the student log in with the default password that was first assigned to them. If the student does not know their default password, follow these steps: 1. Log in to Synergy 2. If you are an administrator, search for "Stu" in the Quick launch box. 3. Enter the student's name in the appropriate fields and search for the student by clicking on the "Find" button. 4. Once the student profile displays, click on "Other Info" tab. 5. Scroll down to the "Student Active Directory Info" section to see the default password. By Aannamaria Gallozzi	
	Last updated on Apr 5, 2023 Was this helpful? This was helpful	
	Related Articles	

5. User Portal > Create Ticket - Quick Help flyout when creating a ticket.

		X
• Summary: • Description:	Please describe the Screen ticket:	Related Articles
Attachments:	Characters : 11/8000	
Previous	Problem Type Urgency Description Con	4 tact info

• Clicking the Share Article icon will display an option tray to: Share to Ticket Number, Copy Link, Export to PDF, and Export to JPEG.



- A. Share to Ticket Number
 - A modal will popup to enter a Help Desk Ticket Number(s) and Comment. Tickets that are not closed or removed will be able to be searched.

Share Article: Ticket Number	×
* Ticket Number: Enter ticket number Comment:	
https://staging.hsshelpdesk.com/UP/article/105	
Confirm Cancel	

- Ticket Number Field
 - Ticket Number must be in the status of "Open", "New", "Pending Approval", "In Progress", or "On Hold".
 - As a Staff, Student or General User: you will only be able to enter/search for ticket numbers you have submitted or are following.
 - As a Service Technician: you will only be able to enter/search ticket numbers you have permission to view.
 - As an Admin: you will be able to see all tickets in the system.
 - If a user types in a ticket number they do not have access to, they will not be allowed to Share the Article.
 - Only numeric numbers are valid entries in the Ticket Number field.
 - While typing, the first 10 matching Ticket Numbers will display as options to select.
 - While viewing options, the Ticket Summary will display next to the Ticket Number.

Share Article: Ticket Number	×
* Ticket Number:	
1	\times
1489 WR - Room: 18 - Document Camera Install and Smartboard Support - Denise Devine	
13613 Keys broken	
13617 8/17/2020 High Sub Problem2 Issue	
13620 Tester testie	
13688 Tech assignment	
15440 11/8/2021 Medium Audio Enhancement System Is	sue
AFAA71 Teek esiesite	_

- Up to 100 Tickets can be selected to Share an article at one time.
 - Once 3 Ticket Numbers are selected, the display adjusts to show the quantity of tickets selected instead of the Ticket Numbers.

Share Article: Ticket Number	×
Ticket Number: Tickets Selected × × Comment:	
https://staging.hsshelpdesk.com/UP/article/105	
Confirm Cancel	

- Comment Field:
 - The link to the Knowledge Base Article will automatically appear in the Comments field.
 - If you remove the link to the Knowledge Base Article without adding your own comment text to the field, clicking Confirm will include the article link to the ticket Public Comments.

AnnaMaria Gallozzi 2 minutes ago	ල් 💼	
https://frontlinesd.gethelphss.com/UP/article/25 Please follow these steps		

- If you remove the link the Knowledge Base Article and add your own comment text to the field, clicking Confirm will not include the article link to the ticket.
- The comment box can hold 8,000 characters, similar to the other comment fields in the system. However, this comment field does not contain rich text editor, there for no formatting of the text or pictures can be added.
- The email will include a hyperlink to the knowledge base article.

[#2499] - not charging 🕨 Inbox ×
helpdesk@frontlinesd.gethelphss.com to me 👻
Reply above this line
Ticket <u>#2499</u> has a new comment from AnnaMaria Gallozzi.
not charging
https://frontlinesd.gethelphss.com/UP/article/25 Please follow these steps
Ticket is currently in the status of On Hold.
Reply to this e-mail to add a comment to the ticket. GetHelp is a product of Hayes Software Systems, $©$ 2023 All rights reserved.
Controlp is a product of mayor continue cystems, @ 2020 Air rights reserved.

• Clicking the link will prompt the user to sign into the Help Desk to validate credentials. A user must be logged into the Help Desk system to see a shared article. The Help Desk system will check to make sure the user has access to view the article. If the user does not have the appropriate permissions, it will not let them view the article.

Dashboard	Create Ticket	Knowledge Base

To ensure emails are delivered from Help Desk to users, please make sure these settings are turned on.

Depending on your notification set up, your user and technicians will receive email communication that the article has been posted.



- Clicking Confirm will Share the Article to the tickets selected with comments entered.
 - If all tickets selected are successfully shared, a green toaster message will display confirming the article and comment has been shared successfully.



 If 5 or less tickets selected fail to successfully share, a red toaster message displays listing the ticket numbers.



 If more than 5 tickets selected fail to successfully share, a red toaster message displays listing the quantity of failures and a link to download an excel export of all the ticket email failures. A share to a ticket may fail when server connection is severed. This can happen due to a hiccup on the backend, or the internet connection is lost. The excel error report lists the articles and ticket numbers.



• If all tickets selected fail to successfully share, a red toaster message displays to let you know that ALL shares have failed.



• A user must be logged into the Help Desk system to see a shared article. The Help Desk system will check to make sure the user has access to view the article. If the user does not have the appropriate permissions, it will not let them view the article.

B. Copy Link

- Clicking Copy Link will automatically copy the Knowledge Base Article URL to your clipboard where you can paste in a ticket comment, ticket description, or in your browser address bar.
- This Knowledge Base Article URL once copied can be shared outside the system as well.
- A user must be logged into the Help Desk system to see a shared article. The Help Desk system will check to make sure the user has access to view the article. If the user does not have the appropriate permissions, it will not let them view the article.

← → C a staging.hsshelpdesk.com/UP/article/105	옥 🍐 🖈 ই 💶 🙆 🙋 🗮 🌲 🔲 🔺 Paused) 🗄
Dashboard Create Ticket Knowledge Base Staging Hayes	🕀 AnnaMaria Gallozzi 😁
Dashboard Create Ticket Knowledge Base Staging Hayes < Back - <	Category SHARE Share to Ticket Number Coy, Link Export to DDF Export to JPEG a trip to
Look at each contact point, from the outlet to the AC adapter, the adapter to your laptop port. Everything should be wiggle room. Don't forget to check the bottom side of your laptop to make sure the battery is firmly seated into the You'll want to make sure that the problem inin't the outlet itself. Blown fuses are common, so be sure to test out and protector after confirming all contact points are intact. 2. CONFIRM YOU'RE USING THE CORRECT PORT Modern computers are changing more rapidly today than ever before. The birth of the USB-C port has been a pirot vast majority of the latest laptop computers. These ultra-thin ports are great for ultra-thin computers, though newco confused on their multi-purpose functionality. Computers that come with two USB-C ports likely have particular functionality designations that you may not know USB-C port is meant for charging, the other is meant for data-transfer. If your laptop charger is plugged into the dat charging port, no charging in their designated spots before blaming the hardware. 3. REMOVE THE BATTERY	tightly plugged with minimal PC frame. ther outlet or reset the surge al one that is now featured on the omers to the port may be about. Generally speaking, one ta-transfer port rather than the Copied to the clipboard.

C. Export to PDF

 Clicking Export to PDF will download a PDF file version of the Knowledge Base Article. The file will open in your preferred PDF application.



D. Export to JPEG

• Clicking Export to JPEG will download a JPEG file version the Knowledge Base Article.



NOTES:

- A user must be logged into the Help Desk system to see a shared article. The Help Desk system will check to make sure the user has access to view the article. If the user does not have the appropriate permissions, it will not let them view the article.
- If an article link is shared on a ticket, a technician or admin will not be able to access the articles page. This feature will be added in upcoming Help Desk version 7.2 release, along with Technician only articles. When a technician or admin clicks on the link, it will redirect them to the dashboard. Staff, Students or General Users will be able to view the article in the User Portal if they have the appropriate permissions.

Other Considerations:

- When an article is shared to a technician or admin through a link, the technician or admin will be redirected to the dashboard. We have identified this bug and will be fixing it in version 7.2 this summer. This fix will also introduce "Technician Only Articles".
- To copy an article link, the user can also copy the URL from your browser address bar.