

# (Formerly GetHelp) Version 7.2.1 Release Documentation

Frontline Education is happy to announce the release of Help Desk Management version 7.2.1 which includes the following enhancements:

### 1) Service Desk Knowledge Base Articles - Technician Only View

#### 1.Service Desk Knowledge Base - Technician Only View

The All Articles Grid serves as a centralized hub, where technicians and admins can browse and access the entire collection of Technician Only Articles. This centralized view streamlines knowledge discovery and retrieval. In this update, we have made it easier to visually see the technician only articles and share those articles between technicians in Private Comments on a ticket.

These updates to the Technician Only Articles and All Articles Grid empower technicians and admins with robust collaboration tools and seamless article management capabilities, leading to improved knowledge sharing and streamlined workflows.

### Visual Cues for Technician Only Grid

The biggest addition to Help Desk in 7.2.1 are the visual cues added to help assist users with understanding which articles are for technician use only.

The first visual cue is on the All Tickets and My Tickets grid, the lock icon highlighted below will show on both grids indicating a Technician Only article.

Articles							
View All Articles ~							
Title	Author	Status	Category	Last Updated	Actions		
		•	•	month/day/year			
Chromebook Charging	AnnaMaria Gallozzi	Published	Hardware	06/28/2023 9:39 AM	🖉 Edit 🔔	Delete	
Power Issues on Chromebaok	Angle Zuniga	Published	Hardware	06/09/2023 1:50 PM	😰 Edit	Delete	
Google Chromebook Update failed (Error: 7 or 12)	Mike Hayes	Published	Hardware	06/08/2023 1:01 PM	🖉 Edit 🚨	Delete	
Clear browsing data	Mike Hayes	Published	Hardware	11/12/2022 5:58 PM	🕼 Edit 🔔	Delete	
How to Take a screamshot on Mac	Joe Siam	Published	Other	08/23/2021 11:44 AM	02 Edit	Delete	
Powerwashing Chromebook	Pam DeSanto	Published	Other	04/12/2021 8:15 AM	😰 Edit 🔔	Delete	

Quick Help flyouts will now notate, with the same lock on the All Articles & My Articles grid, when an article is a technician only article.

< Back						Related Articles X
2415 - 12/8/2022 Medium CB Charging Issue Issue						Chromebook Charging
Technology > Equipmen	t > Chromebook > CB Cha	rging Issue		Ŭ	1	Resetting Camera on Chromebook
Edit Details 📃 🖵 View I	Device Details Reroute	Aminata Mback	ke	ory (25)	1	Chromebook Battery Won't Charge
Details				B Tag Hist		« 1 »
Status:	Request Approval	Submitted On:	12/08/2022 1:19 PM	T		
Priority:	Critical	Last Edited:	02/02/2023 4:06 PM	y (17		
Problem Type: Custom Field	CB Charging Issue	Time Tracked:	00 hr 00 min	Submitter History		
Parts Required:		Repair Stage:				
Technician List:						
Description						
help me!						

Quick Help flyouts are visible when viewing an open ticket as shown above and when creating a ticket, as shown below.

		Ĩ	
* Summary:	Charging wont work	uick	🛃 🔒 Chromebook Charging
	18/100	a	
* Submitted	AnnaMaria Gallozzi - agallozzi@ 💌		Resetting Camera on
By:	Submitted By Me		Chromebook
* Assigned	>> Run Automatic Tic 🗸		Chromebook Battery     Won't Charge
To:	Assign To Me		- worr charge
	Add Followers		« <b>1</b> »
Room:			
	0/50		
Attachments:	Drop files to attach, orbrowse		
* Site:	Learning Campus		
*Tag Number:	987654	0	

Technician only articles, when using the "Share to Ticket" button can only be shared to private notes. Since technicians are the only ones who can see the articles, we have made it simpler for these to be shared internally.

Technician Only Articles will share to private comments.     Ticket Number:     Enter ticket number Article Link:     https://frontlinesd.gethelphss.com/UP/article/25 Comment:     Add comment here
Ticket Number:     Enter ticket number Article Link:     https://frontlinesd.gethelphss.com/UP/article/25 Comment:     Add comment here     E-Mail
Enter ticket number     https://frontlinesd.gethelphss.com/UP/article/25       Article Link:     https://frontlinesd.gethelphss.com/UP/article/25       Comment:     Other       Add comment here     E-Mail
https://frontlinesd.gethelphss.com/UP/article/25       Comment:       Add comment here       E-Mail
Add comment here E-Mail

## All Articles Grid - Create and Access Technician Only Articles

The Technician Only Articles feature facilitates seamless internal collaboration and knowledge sharing among technicians and administrators. This feature enables technicians and admins to create and share articles specifically intended for internal use, without being visible to end users (staff and students). These Technician Only Articles serve as a repository of valuable notes and processes, fostering efficient communication within the service desk team.

### To Create a New Technician Only Article

- Click on the "Create Article" button at the top navigation.
- Once the "Create Article" page opens you will choose the "Technician Only Article" checkbox.

Dashboard Tickets - Knowledge Base - Anal	ytics	
Create Ticket Create Article		
	Create Article	
* Article Name:	Please Enter Article Name	
* Category:	Select A Category ~	0/100
* Keywords:	Add Keywords To Article O Add	
Link to Tickets:	Search For Tickets	O Add
• Summary:	<ul> <li>✓ Technician Only Article</li> <li>Mide this article from User Portal</li> <li>Hide this article from Students</li> <li>B I <u>U</u> ⊕ A · TI · 𝔅 · ¶ · ≡ · ≡ · 𝔅 P</li> <li>■ -</li> </ul>	2 0

By choosing the "Technician Only Article" the article will be hidden from end users and only accessible to Technicians and Admins.

When "Technician Only Article" is chosen, the "Hide this article from User Portal" and "Hide this article from Students" will be automatically selected and grayed out, Students and Staff will not have access to this article.

### **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.

### **Open Knowledge Base Articles from the Service Desk**

Technicians and admins can now click on the hyperlinks within the All Articles and My Articles Grids to open the articles in the current tab, however, you can right click the hyperlink and open the article in a new tab. This improvement enables a more immersive reading experience and seamless navigation between articles.

- 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.

Articles View All Articles							
Title		Author	Status	Category	Last Updated	Actions	
		۷	۷	¥	month/day/year		
Chromebook Charging		AnnaMaria Gallozzi	Published	Hardware	06/28/2023 9:39 AM	@ Edit	1 Delete
Power Issues on Chromebook		Angie Zuniga	Published	Hardware	06/09/2023 1:50 PM	@ Edit	1 Delete
Google Chromebook Update failed (Error: 7 or 12)		Mike Hayes	Published	Hardware	06/08/2023 1:01 PM	@ Edit	2 Delete
Clear browsing data		Mike Hayes	Published	Hardware	11/12/2022 5:58 PM	@ Edit	<b>belete</b>
How to Take a acreanabot on Mac		Joe Siam	Published	Other	08/23/2021 11:44 AM	🕼 Edit	<b>belete</b>
Powerwashing Chromebook		Pam DeSanto	Published	Other	04/12/2021 8:15 AM	🖉 Edit	1 Delete

• 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 were entered on the article grid, the back button will display articles sorted by last edited.

**B. Share Button** – this icon will open a share tray with multiple options for the end user to utilize. See below for further details. Now that each knowledge base article has its own page and URL, technicians and admins can all access the article if a link is shared on a ticket. Technicians and admins can now also copy article URLs from the dedicated article pages.

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

**D. Edit** - the Edit button opens the Knowledge Base Article for editing. If a technician does not have access to "Create an Article" under user roles, the edit button will not be present

Dashboard Tickets -	Knowledge Base - Analytics		
Create Ticket	Create Article		
		< Back Power Issues on Chromebook	Category: Hardware
		<ol> <li>Make sure Chromebook has a working power source</li> <li>Use the right power adapter</li> <li>Unplug everything and try again</li> <li>Check the batter by running Chrome Diagnostics</li> <li>Reset your Chromebook</li> </ol>	
		By Angle Zuniga Last updated on Apr 27, 2023	
	,	Related Articles	Edit

 Technician only articles, when using the "Share to Ticket" button can only be shared to private notes. Since technicians are the only ones who can see the articles, we have made it simpler for these to be shared internally.

allozzi	Published Share Article: Ticket Number ×	Hardware	
	Technician Only Articles will share to private comments.		
	• Ticket Number: Enter ticket number	AnnaMaria	<b>Gallozzi</b> Just Now - Private sd.gethelphss.com/UP/artic
	Article Link:	Technician only	y article
0	nttps://irontlinesd.gethelphss.com/UP/article/25 Comment:	Other	
	Add comment here	E-Mail	
	Confirm Cancel	Network	
	Published	Hardware	

### Quick Help Knowledge Base Articles from the Service Desk

Quick Help flyouts will now notate, with the same lock on the All Articles & My Articles grid, when an article is a technician only article.

< Back					Related Articles
Technology > Equipment	2/8/2022 Medium	Chromebook Charging     Resetting Camera on Chromebook			
Edit Details 🛛 🖵 View D	evice Details Reroute	Aminata Mbacl	ke	db History (25)	Chromebook Battery Won't Charge
Status: Priority: Problem Type:	Request Approval Critical CB Charging Issue	Submitted On: Last Edited: Time Tracked:	12/08/2022 1:19 PM 02/02/2023 4:06 PM 00 hr 00 min	History (17) Tag	
Custom Fields	S @			Submitter	
Parts Required: Technician List:		Repair Stage:			
Description help me!					

Quick Help flyouts are visible when viewing an open ticket as shown above and when creating a ticket, as shown below.

N	ew "CB Charging Issue" Ticket	telp	Related Articles
* Summary:	Charging wont work	Quick P	1 Chromebook Charging
* Submitted By:	AnnaMaria Gallozzi - agallozzi@ 🔻		Resetting Camera on Chromebook
<ul> <li>Assigned To:</li> </ul>	Submitted By Me >> Run Automatic Tic Assign To Me Add Followers		Chromebook Battery Won't Charge
Room:	0/50		45. <b>1</b> 39
Attachments:	Drop files to attach, orbrowse		
* Site:	Learning Campus		
*Tag Number:	987654 Dell Chromebook 11 SE	0	

In either scenario, when the article is open, it will open in the flyout for you to view, copy, or share to other users.

< Back 2587 - 0	< Back 2587 - Camera is not working				Resetting Camera on Chromebook Category: Hardware	
Technology > Classroom Assets Edit Details  View Device Details  Reroute AnnaMaria Gallozzi  Details  C			₽	<ol> <li>If your camera isn't working, or if you see a message that says "No camera found":</li> <li>1. Turn off your Chromebook, then turn it back on.</li> <li>2. Try using the camera in another app, like Hangouts. If it works in that app, uninstall the app where it doesn't work, then reinstall it.</li> <li>3. Reset your Chromebook.</li> <li>4. Recover your Chromebook.</li> </ol>		
Status: Priority: Problem Type:	Open High Classroom Assets	Submitted On: Last Edited: Time Tracked:	06/28/2023 11:00 AM 07/03/2023 11:18 AM 00 hr 00 min		4	If you're still having trouble after trying these steps, contact your Chromebook manufacturer.
Description help ASAP! UR	GENTIIII				F F	Image: Section of the section of th
Activity Public Comment B I U	s Private Notes : È I≣	History Attachme	Ints Time Tracked		F	By AnnaMaria Gallozzi Last updated on 06/28/2020 10:13 AM Close Related Articles

The same options for sharing are available:

ick Help	Related Articles
Tag History (16) Qu	SHARE         Share to Ticket Number         Copy Link         EXPORT         Export to PDF         Export to JPEG
Submitter History (17)	

### • 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.
- For technician only articles the Share to Ticket will only post the article link in Private comments as stated above
- Copy Link
  - A green toaster notification will pop-up alerting you that the link has been copied to your clipboard.



- 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.



### • Export to JPEG

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



#### Notes:

• If you share a "Technician Only Article" with an end-user (Staff or Student) and they try to access the article URL they will see a notification that states "You do not have access to view this article. Please contact your technician."

Dashboard	Create Ticket	Knowledge Base	Frontline SD	O Stefanie Barnett 🝷
			You do not have access to view this article.	
			Please contact your technician.	
I				

- When editing an already existing article, you will need to Republish the article for it to be searchable. To republish an article, follow these steps:
  - Make your edits or access decisions.

• In the drop down choose "Republish" to publish your changes



- $\circ$   $\;$  Click update when you are ready to save.
- Only knowledge base articles in a status of Published will be displayed in Quick Help and Shared to Private Comments.