Cagayan State University

Help Desk

An Internet-based ICT Technical Support Services System

REGISTER AND
REQUEST SERVICE

online

Powered By
University Planning and Development and Management Information Services Office
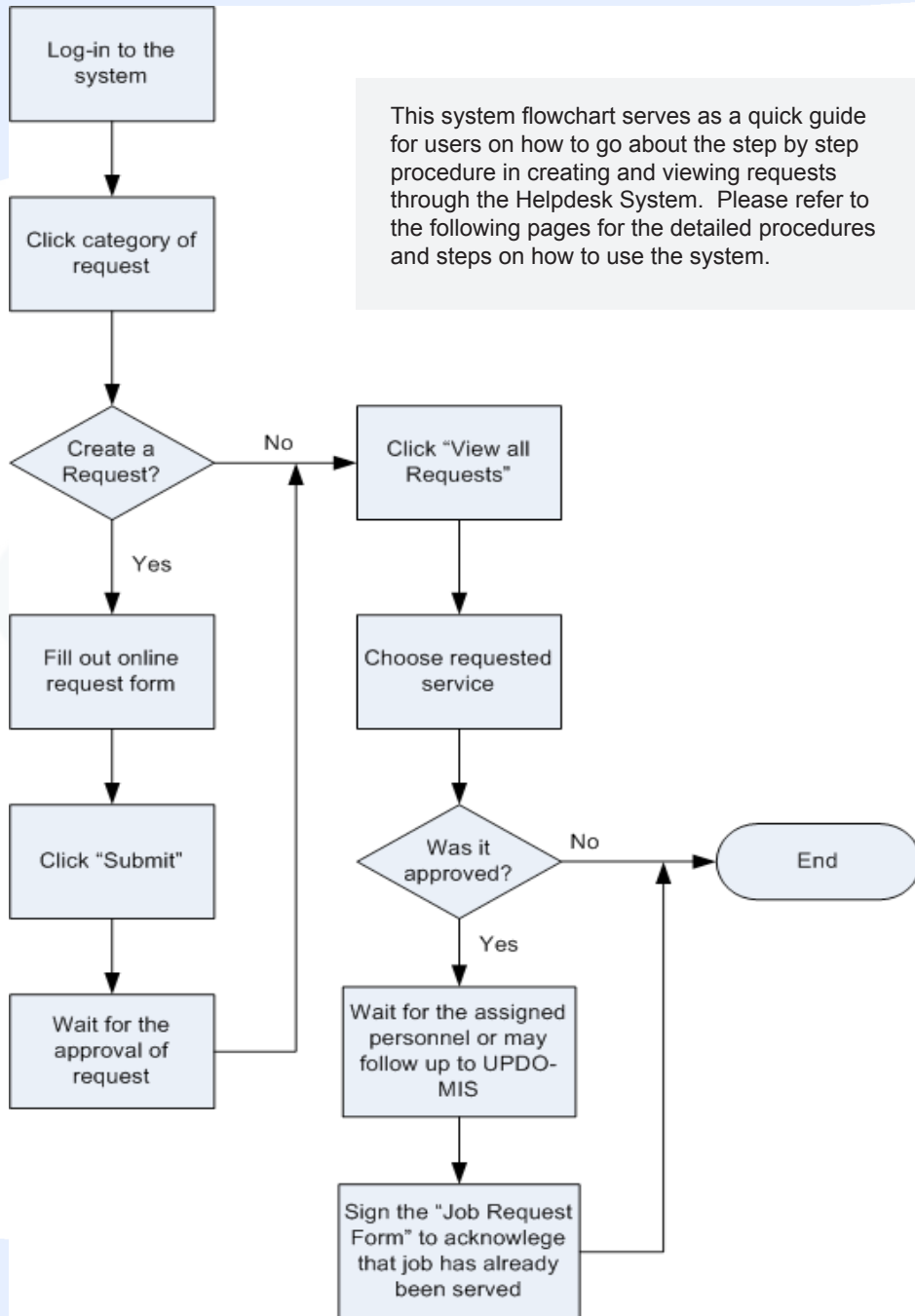
A. DESCRIPTION

   The system IT Help Desk is the computerization of the UPDO-MIS procedure on managing service requests of employees of the University. All requests for Hardware/ Software, Network/Internet, Telecom troubleshooting, Publication and Data/Information Services should first be written in the pre-printed job request forms designed and made available at the UPD-MIS Office. The primary purpose of this procedure is to ensure that demands for the office's services are queued and attended to successively and with equal attention. The procedure basically guarantees fair and appropriate action on all requests. Automating this procedure will make it even more effective as it will be more convenient for the requesting parties to avail of the forms and make their requests online instead of personally submitting them at the UPDO-MIS Office. The system was developed in June of 2015 by the UPDO-MIS technical team, Maria Jackie Lou Zinampan (Systems Analyst), Rowbie Lopez and Romeo Bayuga (Programmers and Web Developers), Raffy Molina(Technical Support), and reviewed and tested by Dr. Ian Roger M. Francisco (Project Team Leader).

B. CHARACTERISTICS AND REQUIREMENTS

- It is a Web Deployable System.

- It provides access to the services of the UPD-MIS Office online.

- It has tracking capability which shows the status of the service request after it has been
  posted by the requesting party.

- It generates reports on the services rendered by the UPD-MIS staff

- It is gender-sensitive

C. FLOWCHART

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┌──────────────┐
│ Log-in to the│
│    system    │
└──────┬───────┘
       │
       ▼
┌──────────────┐
│Click category│
│  of request  │
└──────┬───────┘
       │
       ▼
    ◇ Create a ◇ ──No──▶ ┌──────────────┐
    ◇ Request? ◇         │ Click "View  │
                         │ all Requests"│
       │ Yes            └──────┬───────┘
       ▼                        ▼
┌──────────────┐        ┌──────────────┐
│ Fill out     │        │Choose        │
│ online       │        │requested     │
│ request form │        │service       │
└──────┬───────┘        └──────┬───────┘
       ▼                        ▼
┌──────────────┐        ◇ Was it ◇ ──No──▶ ( End )
│Click "Submit"│        ◇ approved?◇
└──────┬───────┘            │ Yes
       ▼                     ▼
┌──────────────┐        ┌──────────────┐
│ Wait for the │        │Wait for the  │
│ approval of  │        │assigned      │
│ request      │        │personnel or  │
└──────────────┘        │may follow up │
                        │to UPDO-MIS   │
                        └──────┬───────┘
                               ▼
                        ┌──────────────┐
                        │Sign the "Job │
                        │Request Form" │
                        │to acknowlege │
                        │that job has  │
                        │already been  │
                        │served        │
                        └──────────────┘
```

This system flowchart serves as a quick guide for users on how to go about the step by step procedure in creating and viewing requests through the Helpdesk System. Please refer to the following pages for the detailed procedures and steps on how to use the system.

J. HOW TO LOG OUT

a. Logging out from the system can easily be done by clicking the logout link (Figure 1.7) at the right most part of the user dashboard or in any page of the system.

b. Once clicked, you will automatically be redirected to the Home Page which is also the Log in Page of the system.
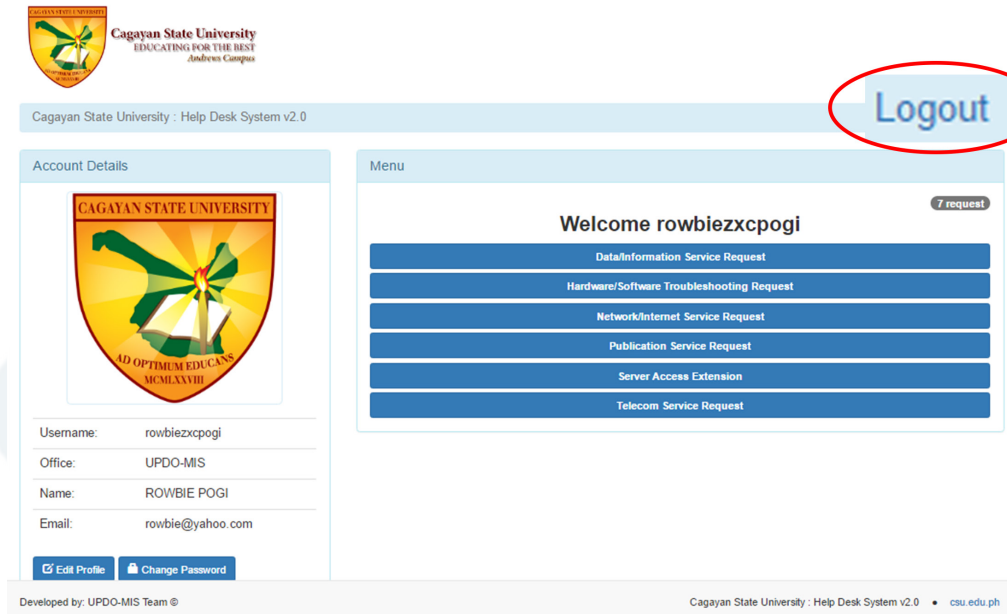

Figure 1.7: Login Button

D. HOW TO LOG IN TO THE SYSTEM

a. At the browser address bar, **www.csu.edu.ph/csuhelpdesk.php**.

b. Once you press enter or go, you will be redirected to a page where you will see a login screen where you will be asked to enter your username and password (Figure 1.0). On the screen you will read important announcements and the manual which is also downloadable in .pdf and .pptx format.

c. If you already have an existing account, just supply your username and password. Otherwise, click on the Create An Account button to register.
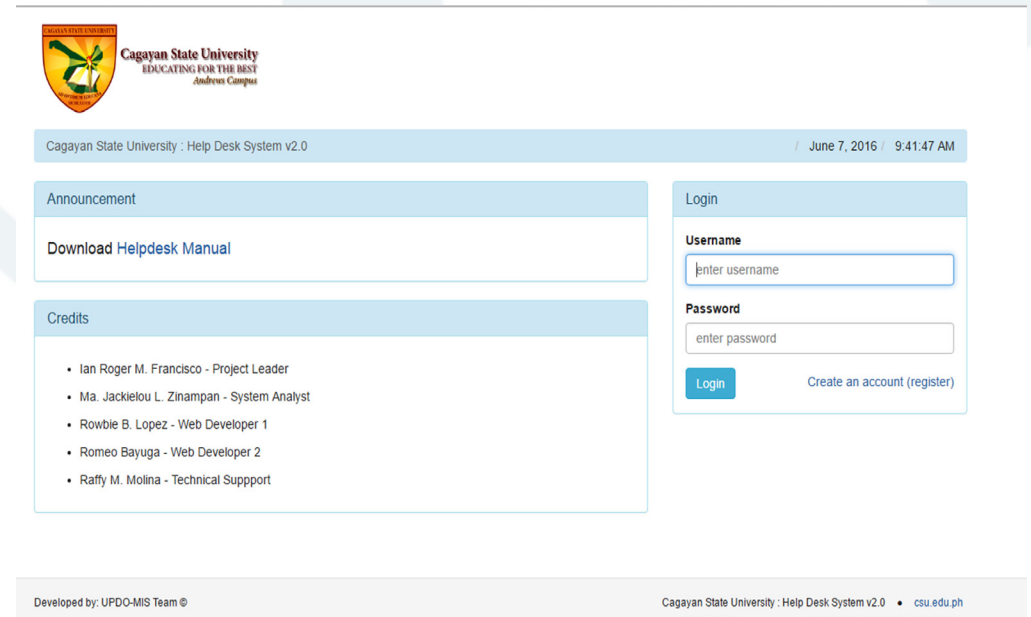
Figure 1.0: Login Screen

E. HOW TO REGISTER

a. To register a new account in the system, you must provide all required information in the registration screen (Figure 1.1).

b. The username must contain at least five characters. You will be notified by the system if the username is already in use. Change your preferred username in case you will receive a notification.

c. The password contain eight characters. The system is case-sensitive if your password is set in all capital letters, then when you login you should key it in capital letters. Confirm password by typing it again in the next textbox. Don't copy and paste! If you forgot your password and username UPD-MIS Office.

d. Provide your complete name.

e. Choose from your assigned office in the pull down arrow key in the Office textbox.

f. Choose your right gender.

g. Lastly, supply in your email address.

h. Click on the register button.

i. A confirmation message will appear. Just click on the Save button for you to move on to the next screen.

i. Errors in the supplied details, if there are any, will be shown after clicking the ok button in the confirmation message box.

j. All registrations are still subject to approval of the UPD-MIS to make sure that they are all officially done. You may wait for the approval or call the office for this request.

b. Both figures show all pending, approved, and disapproved requests of the user.

c. The request is still under the pending status if no action has been made by the administrator.

d. Once the request is approved, the status remark will reflect a green coloured approved remark. The details of the request can also be viewed by clicking the view button.

e. Details on who among the staff is assigned to serve you, date you will be served, and remarks can be seen in the View Request Page (Figure 1.6).

f. The Open/Closed remark at the top right part of the screen indicates whether the service has already been rendered. The open remark says that the ticket is not yet served. Closed remark indicates served ticket.

g. Remember, tickets will only be tagged closed by the administrator once it has already been served by the staff. The job request form will still be presented to you for your confirmation and acceptance of the service. Call UPDO-MIS's attention for unserved closed tickets.

Figure 1.6: View Request Page

I. HOW TO VIEW REQUEST

Figure 1.5a: View List of Requests Page

Figure 1.5b: View Requests Page

a. You can view your requests in two ways. Figure 1.5a is the screen that will show when you click view request inside the environment of a chosen service. Figure 1.5b appears when you click the requests link in the user dashboard. Figure 1.5b, however, lets you navigate on all available services on the same screen.

Figure 1.1: Registration Screen

F. THE USER DASHBOARD

The user dashboard is a page given to all users of the system where all services of the UPD-MIS are shown. Here, you may also edit your profile or change password by clicking the appropriate button at the account details. At the top right part of the screen, (Fig. 1.2) you will find a button that indicates how many requests are on queue. You may click it to view all your requests for all the services of the office. or, just click the appropriate service button to create a request or view existing requests under that service.
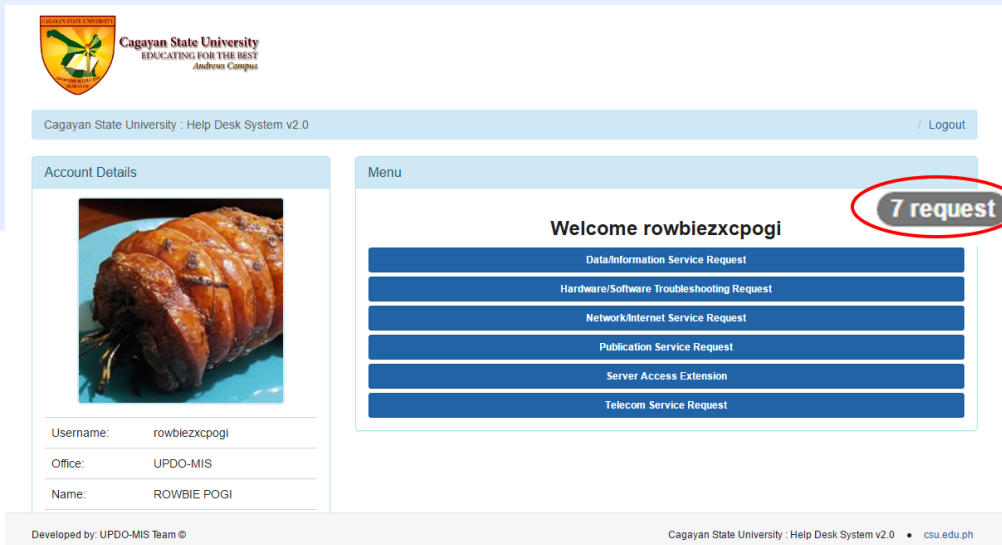
Figure 1.2: User Dashboard Screen

G. THE REQUEST PAGE

a. The request page (Figure 1.3) provides a venue for users to create or view their existing requests, completed or not, under the chosen service.
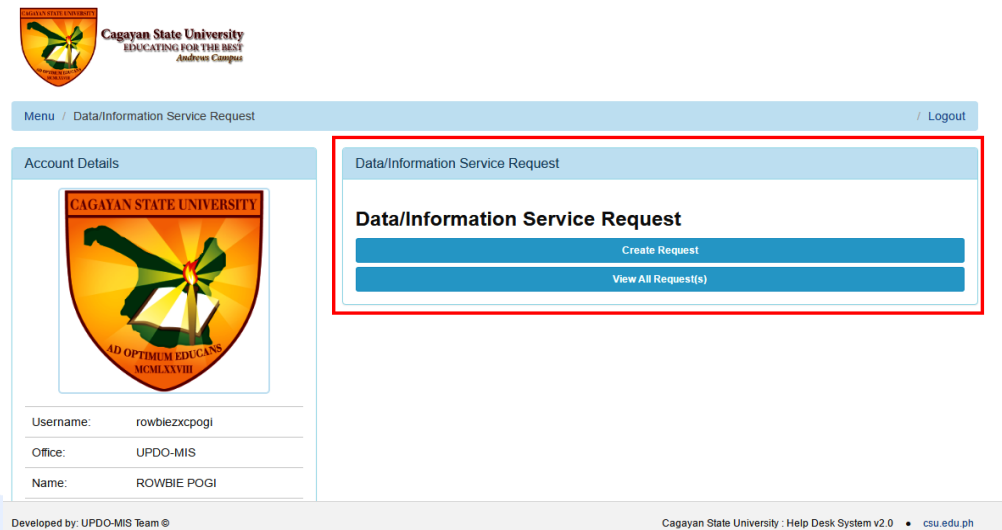

Figure 1.3: Request Page

H. HOW TO MAKE A REQUEST

a. If the Create a Request button is clicked, the Create Request Page (Fig. 1.4) will appear. This is where the user who is currently logged in can supply the details of the request.

b. You may change the name of the requesting party as it can be edited during the time of creation of the request. The username and Office of the user is already supplied in this page.

c. Uploading a file that can help support the description of the request is encouraged in some services to facilitate easier and more precise output from assigned staff. Say, a format of requested report under the data/information services or a screen shot of the error in the software being used.

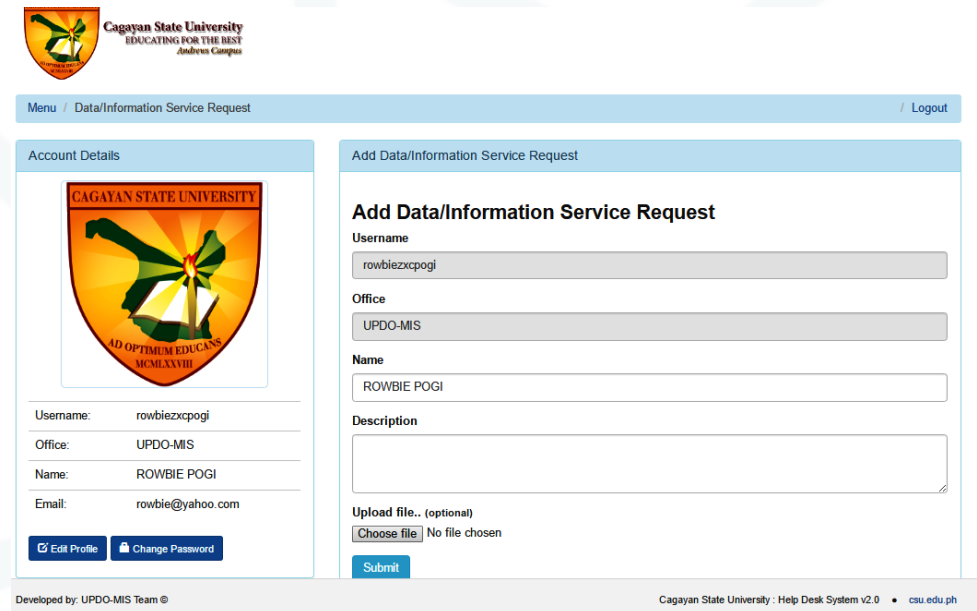d. Click on the submit button. This request now will automatically go to your List of Service Requests Page under the appropriate service.

Figure 1.4: Create a Request Page