

Tutorial: How to Navigate in SysAid

Purpose: SysAid is the college's new IT HelpDesk system. This tutorial demonstrates to employees have to log in, access, and submit the new HelpDesk application.

After clicking on the HelpDesk link, the SysAid login page will appear. This is where you will type in your username and password. **Note: Your username and password is what you log into your computer with.**

Welcome	e to SysAid!
Not a user yet	1? LOGIN AS GUEST
User Name	
Type your user name	
Password	
Type your password	
	.og In
<u>1</u>	
Remember Me	Forgot your password?

After you successfully logged in, the homepage of SysAid will open. You will hit the "close" button on the far right hand side of the screen.



On the upper right hand corner, you will see your name with a drop down arrow. This is where you settings are, the help button, and where you will log out.





Click the drop-down arrow next to your name. Then, select "My Settings."

A page will appear with all your personal settings. This is where you are able to edit the settings to your liking, etc. When finished, click **Submit**.

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😵 My Settings		1
User Profile Photo:		
First Name:		
Last Name:		Ś
Display Name:		4
Password:		1
Confirm Password:		
Email	a	

When you are back on the homepage of SysAid, there will be three boxes that you see (Submit a Ticket, My Tickets, and Chat) we will go into more detail on all three now.



Submit a Ticket is just that, this is where you submit a specific ticket to the issue you are having. Click **Submit a Ticket.**

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Service Catalog >		the state of the s
Submit a Ticket	My Tickets	Chat
Accounts Campus Management Learning Management Desktop	Access your submitted service records, pending workflow actions, and supervised service records	Start a chat with your IT department, if available
Support A/V Operations 6 Items		
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You are now on the homepage of "Submit a Ticket." Here is the list of different categories that the Information Technology Department can assist you with. For example, let's go into the "Operations" area. Click **Operations.**

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Service Catalog > Submit a Ticket		
Accounts Account deletion Account creation 2 Items	Campus Management OTHER Ticket Recruit Ticket Cornerstone Ticket Content Ticket Formstack Ticket Colleague Ticket Reporting Ticket 7 Items	Context Indext Management OTHER Ticket MyHills Ticket Self Service Ticket Student Support Ticket Grades Ticket WebAdvisor Ticket 6 Items
Desktop Support OTHER Ticket Printing Ticket PC Ticket Software Ticket Email Ticket Scanner Ticket	A/V OTHER Ticket Classroom Tech AV Events	Operations OTHER Ticket Network Ticket Accounts Ticket Email Ticket Phone Ticket Electronic Access Ticket File Access Ticket Applicatio
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After clicking on "Operations", the homepage will appear. This page will be categorized in specific areas of the "operations" side of your computer. For this tutorial, we are having issues with our email, so we are going to click **Email Ticket**.

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Search Q		
Service Catalog > Submit a Ticket > Operations		
OTHER Ticket	Network Ticket	Accounts Ticket
Email Ticket	Phone Ticket	Electronic Access Ticket
File Access Ticket	Application Ticket	

The "Submit Incident" page will appear. This is the area where you will describe the issue you are having. By default the title, urgency, and main asset are already filled in. **Note: You can change the urgency if you feel like it is more urgent than low.**

The description area is where you are to type the information that you want the IT Department to know about the issue you are having. The other piece of information IT needs is the location of where your office is located. When finished with the description area as well as location, click **Submit.**

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	2 Submit Incident	0
	Title *	
	Description *	
	Urgency * Low *	
	Main/Asset Not associated to asset	
	Attachments Select Attachments or drag and drop files to here	
	Location *	
	severt location •	5 7 1
	Satrat Submit	

Once you have submitted your form, the green button will appear at the top. It will say "Thanks for submitting your Incident. We're on it!" And that's how you submit a HelpDesk Ticket!

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	Indian Hills Heln Desk	<u>#1</u>	
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Submit a Ticket Accounts Campus Management Learning	My Tickets Access your submitted service records, pending	Chat Start a chat with your IT department, if available	
Management Desktop Support A/V Operations	workflow actions, and supervised service records		
6 items			
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Now that you have successfully submitted your ticket, you can go into the "My Tickets" area and see everything you have submitted. From the homepage of SysAid, click **My Tickets.**



Inside of the "My Tickets" area. This will show where every single ticket you have submitted. There is a "My Tickets", "Recently Closed", "Supervised Requests", and "Workflow Actions." This is where all your tickets will be organized when the IT Department files them away when finished.

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My Tickets Recently Closed U Supervised Requests Workflow Actions	Filter 🖓
▲ #85: Operations - Email Modify time Status: Urgency: Low Priority: Low 01/08/2020 08:34:38 01	Request time /08/2020 08:34:38
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When you are finished in SysAid, you will want to log out. To do that, go back up to the right hand corner where your name appears and click on the drop down area. Then click **Log Out.**



Congratulations! You now know how to log in to SysAid, submit a Help Desk Ticket, and chat with our own IT Department.