



# **SysAid<sup>TM</sup> End User's Manual**

**Guide No. 7**

**June, 2006**



## **Introduction**

Welcome to SysAid™, a powerful tool for help desk.

In SysAid, there are two kinds of users: End-users, who can submit service requests, and administrators, who are authorized to manage assets, change SysAid's settings, respond to service requests and have the authority to purge the database. Correspondingly SysAid offers two portals, the administrator interface, for setting up and controlling the help desk and asset management and the end user interface, where users send submit service requests.

This guide has been written just for end users. It will guide you through SysAid's various features. SysAid will let you submit error reports, questions, and service requests to IT administrators. With SysAid, you'll be able to quickly and easily find the help you need.

There are five ways in which the help desk can be contacted: SysAid end user interface, SysAid administrator interface, telephone, e-mail and via a customized web submission page.

**Figure 1: Five ways an end user can contact the help desk**





## Logging In - the 3 Options

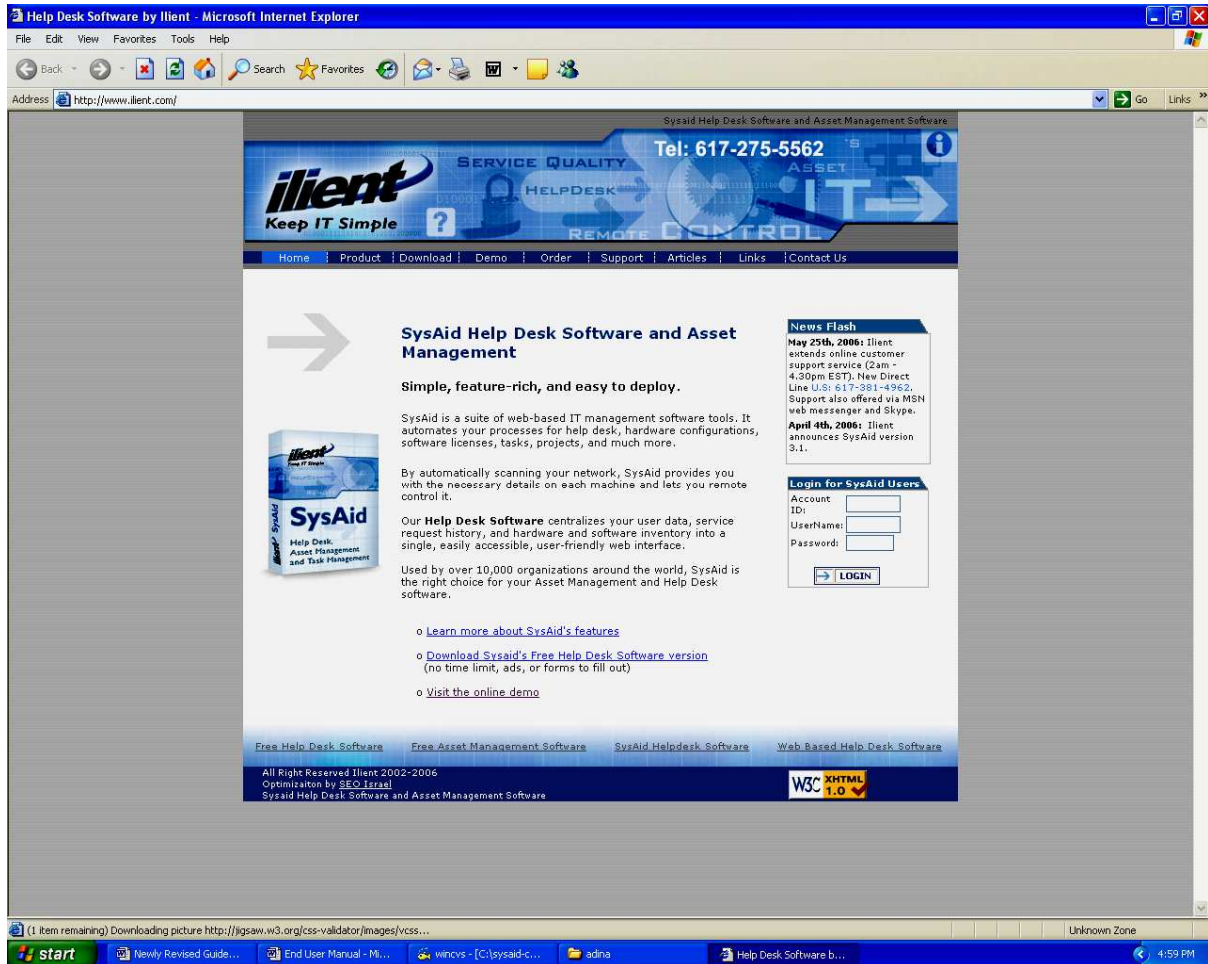
- Option 1 - Via Ilient web site ([www.ilient.com](http://www.ilient.com)).
- Option 2 – Local Installation - Short cut Icon.
- Option 3 – Press the F11 hotkey to launch the End User log-in page.

### Option 1

To log into SysAid, you must supply your **account, username, and password**. The account distinguishes your network from other networks that use SysAid online. No account has access to any other account, and one account is enough for even the largest organization.

SysAid comes in two versions. One version is SysAid hosted online solution. If your organization uses this version, you can log in via Ilient's web site, [www.ilient.com](http://www.ilient.com). Alternatively may be your organization can set up a separate domain name, you will need to ask your administrator what this is. To login to SysAid, go to the login box use the form displayed in [Figure 2](#).

Figure 2: Logging in via the Ilient web site

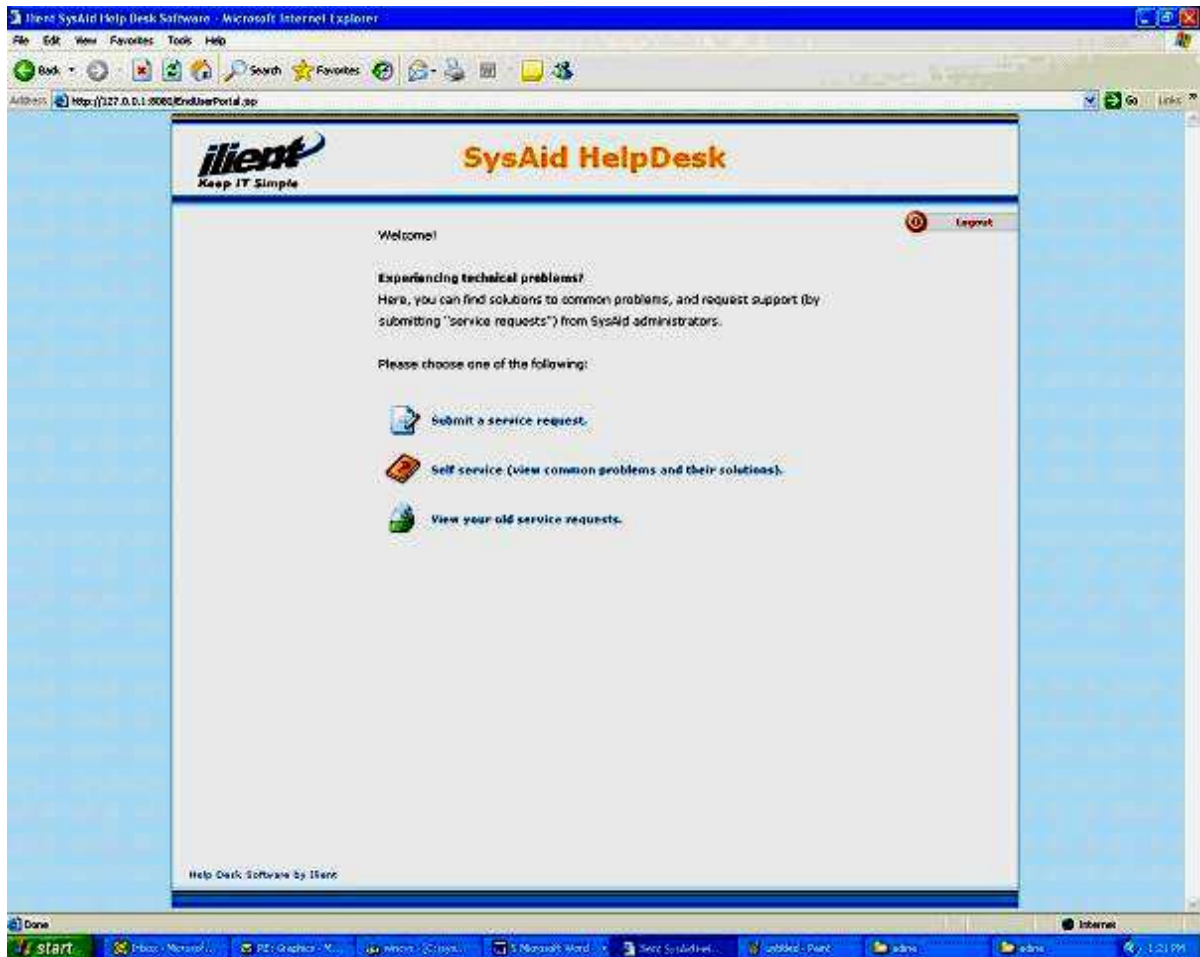






From the side bar menu click on **End User Portal**. The SysAid Help Desk Welcome screen will load.

**Figure 5: SysAid Help Desk Welcome Page**



## Option 2

SysAid can also be installed on your organizations' network. In some organizations, a SysAid agent will be installed on your computer. In this case, you will have a SysAid shortcut on your desktop. Click on the shortcut to log in.

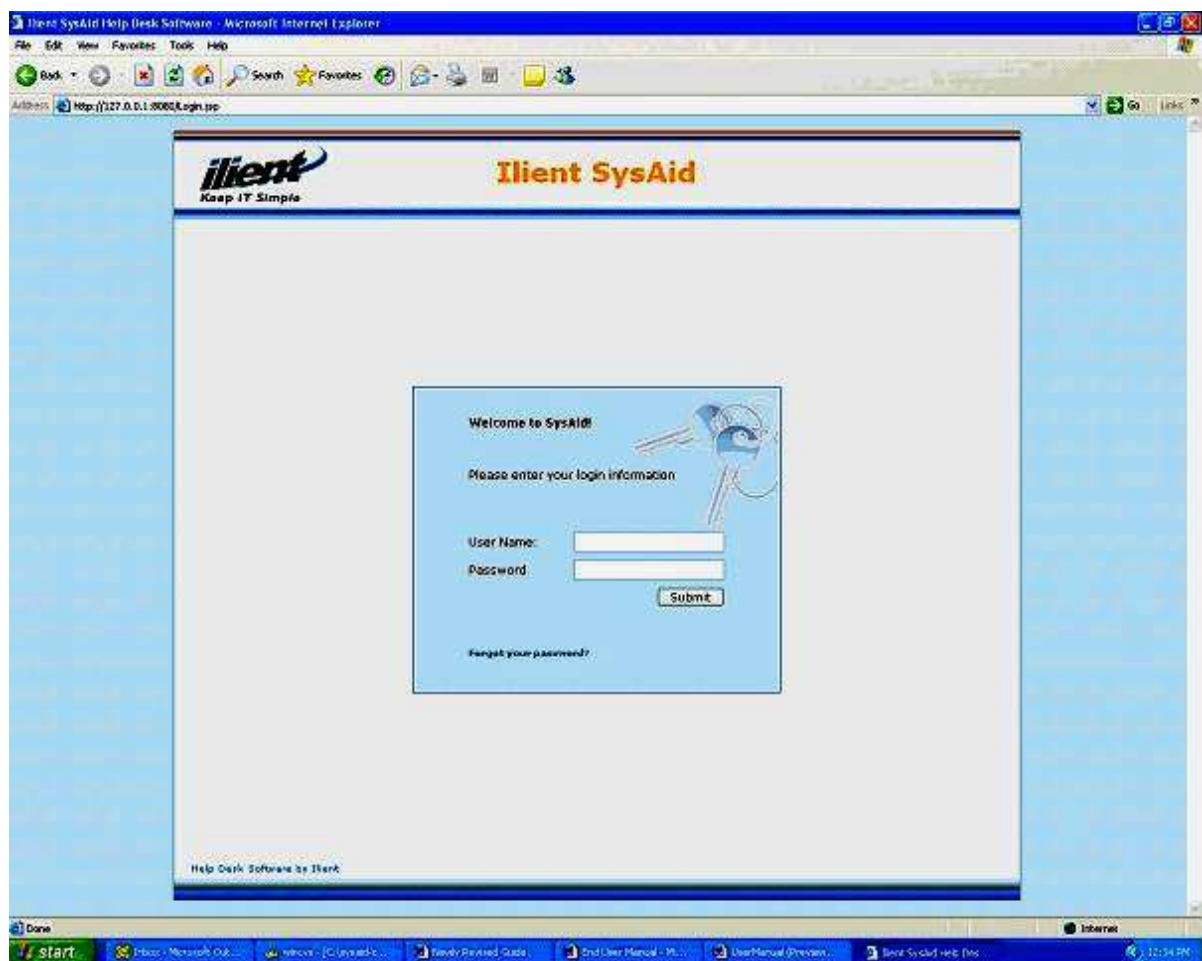


If no shortcut is available, you can still log in. Open any browser. Input a URI in the following form:

Http://<server IP>:port

“Server IP” refers to the IP address of the server SysAid is installed on. “Port” is the port number SysAid is listening on. If the port is 8080, you needn’t enter it, since browsers assume port 8080 by default. When SysAid loads, input your username and password.

**Figure 6: Screen for inputting your username and password**



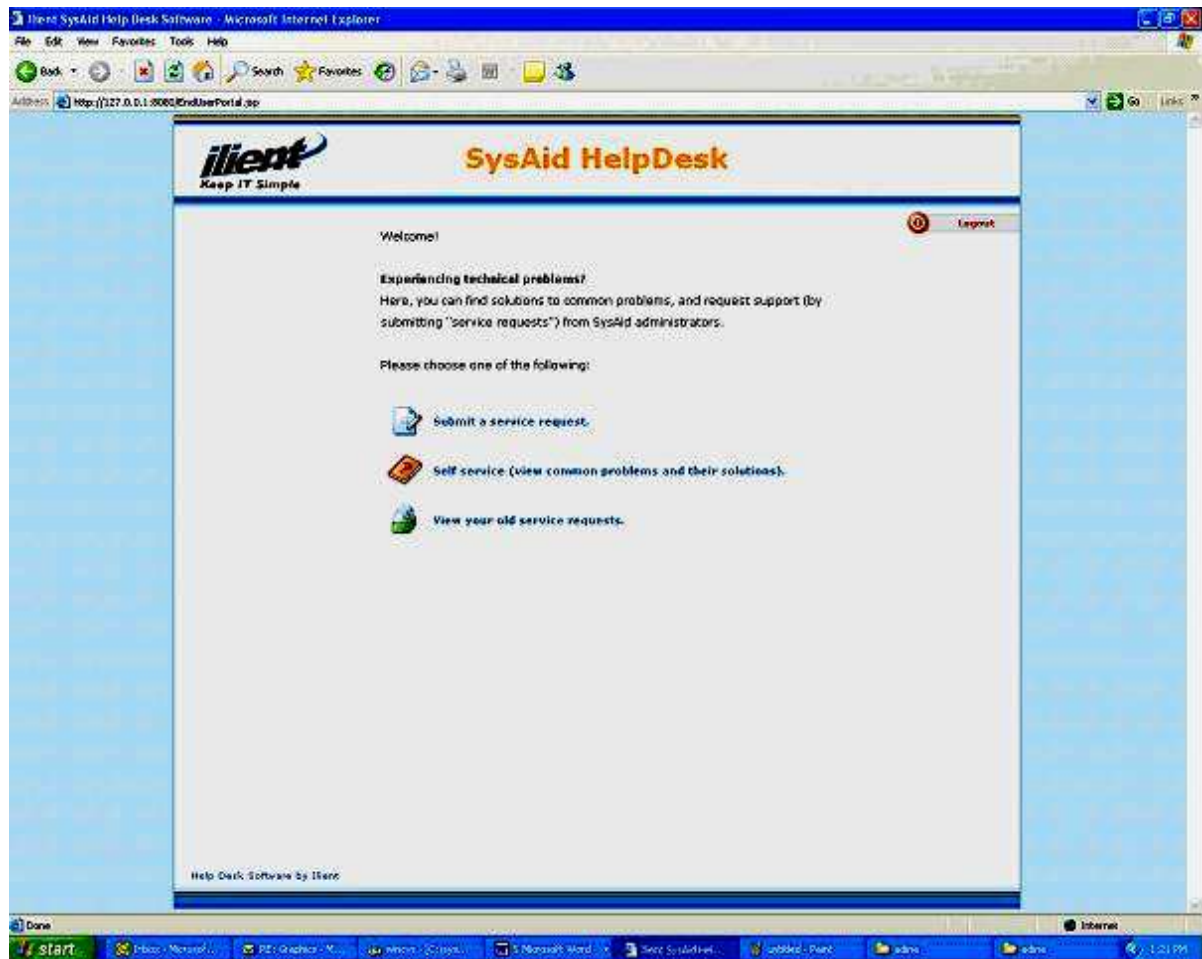


You may also have the option to load the login page just by hitting the hotkey, (F11). You will need to check with your administrator if this is so.

## **The Opening Portal**

Administrators can choose if to enable an opening screen, with several options, for SysAid users. This screen may contain a self service option and the opportunity to view my old service requests.

**Figure 7: Opening welcome screen with options**



If this screen is unavailable in your organization, please go to the **Submit Service Requests** on page 14 of this manual.



In the opening portal, you will see several links.

- **Submit A Service Request**

The first link leads to a form for submitting a “**service request**”. After you will complete this form and submitted it the administrator will receive your request, and will be able to respond.

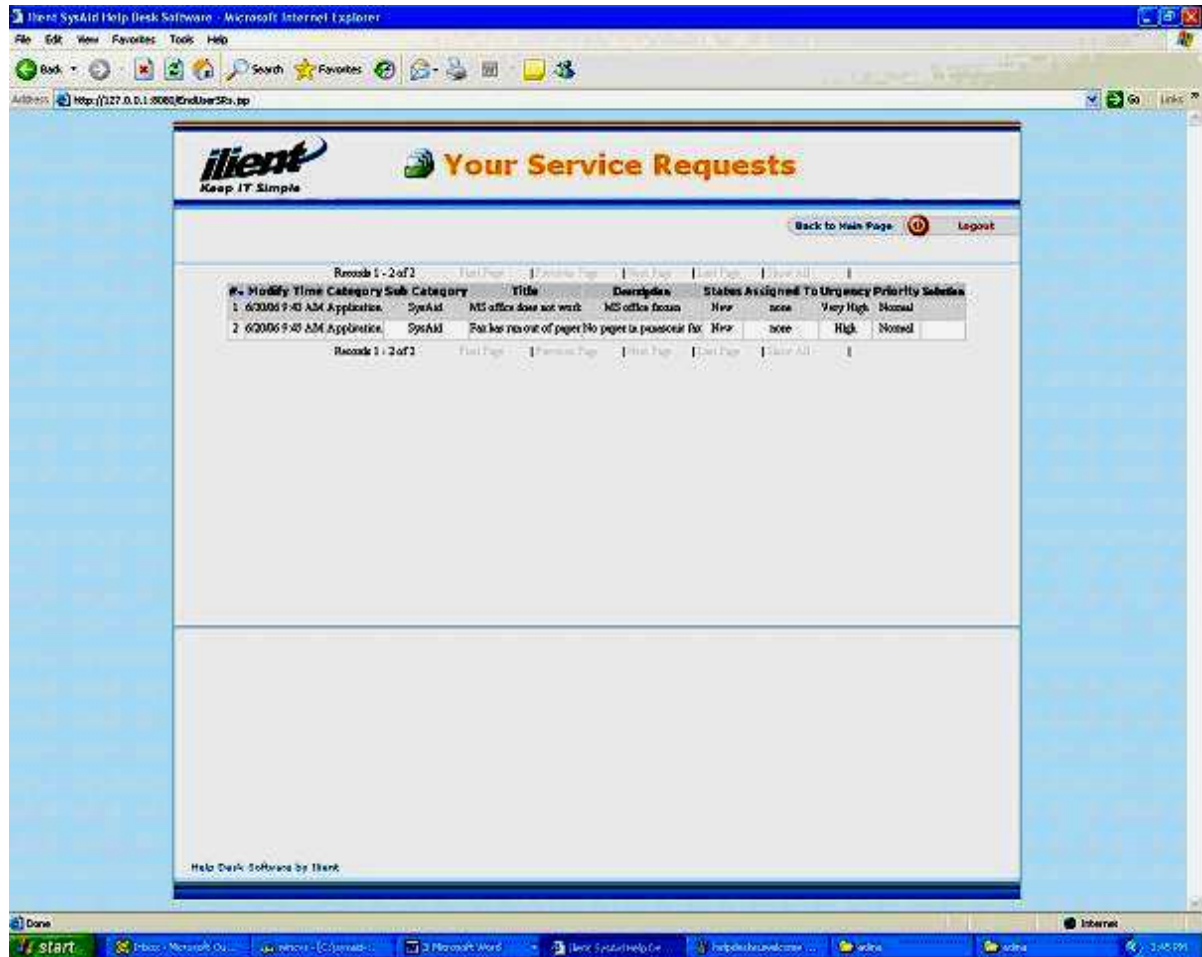
- **Self service**

A second, optional link is “**Self service**”. In some organizations this link will be disabled. If available, the “**self service**” page contains common problems in the organizations, and their solutions. The list is maintained by the system administrators. You might want to check back occasionally, to see if it has been updated.

- **View your old service requests**

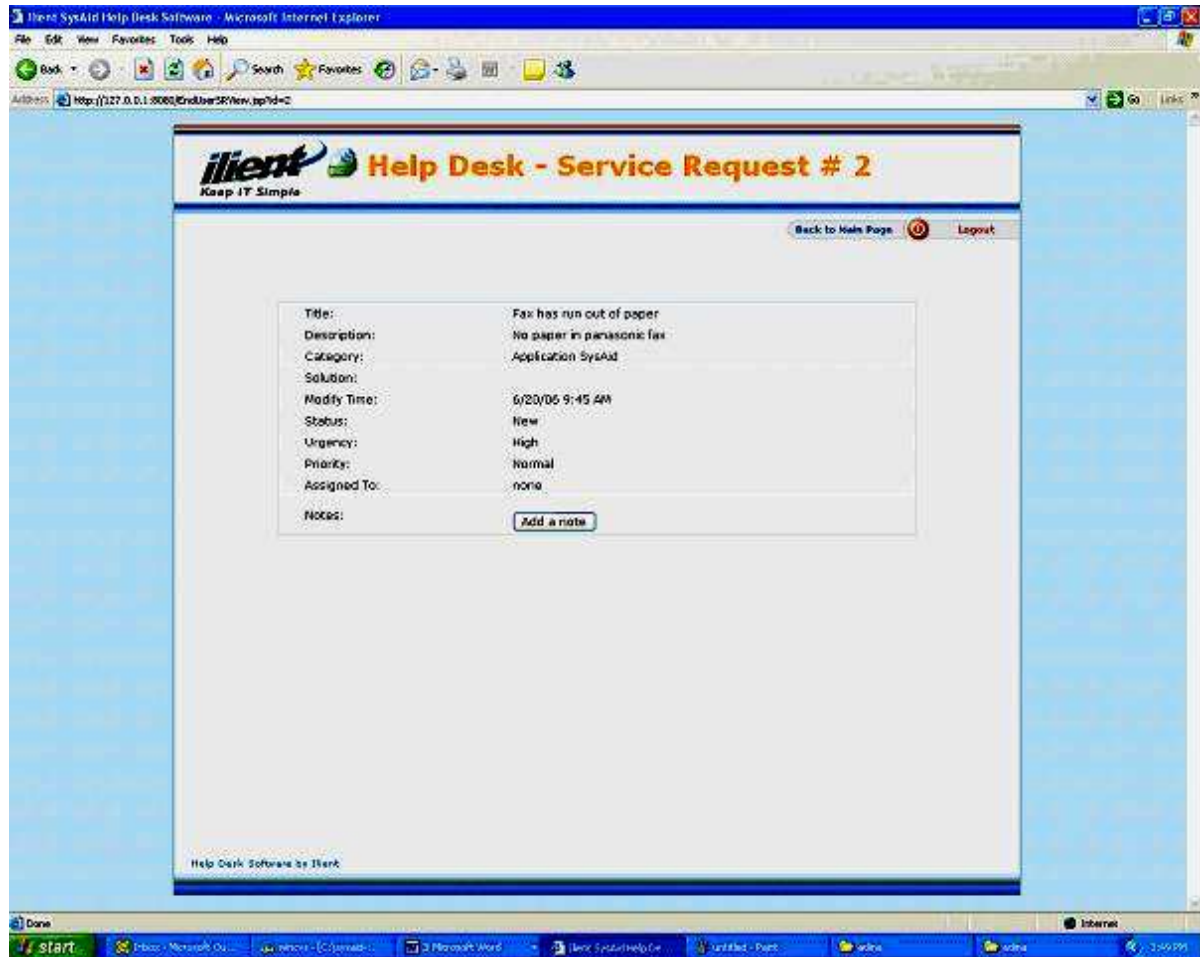
The third link is “**View your old service requests**”. If you click on this, you can see the service requests you already submitted. If the administrators enable it, you’ll be able to see the solutions they logged in. You might also see various details on the service request. What details you’ll see are configured by the administrators.

Figure 8: List of previous service requests



On this page, you can also add notes to service requests. Say you submitted a problem report, then understood something new about the problem, or maybe even solved it on your own. While you can't cancel or resubmit the request, you can add notes by clicking on the request in the list, then clicking on "Add note". The text you will add will appear on the service request.

Figure 9: Adding a note to a service request for your records



- **My Settings**

A “**My Settings**” link may also appear. This link leads to a page that lets you change various settings such as your name, preferred language, time zone, and more.

The next section explains everything you need to know about a service request.



## **Submit a Service Request**

A "service request" is an error report, a request for support, or any request for service you wish an administrator to receive.

First, choose a category and a sub category for your request. The list of categories will change from organization to organization; it is created by the local administrators. For example, if your mouse stopped working, you might choose the category "hardware" and the sub category "input devices".

Next, give your service request a title, for example, "My mouse is not working". In the description area, describe the problem in more detail, and then choose an urgency.

In the "Request by" menu, choose the user who requests the service (usually it will be you, unless you're submitting the report for somebody else).

If the request is associated with a certain machine, choose it from the "Asset" list. You can also choose a "location" from the list.

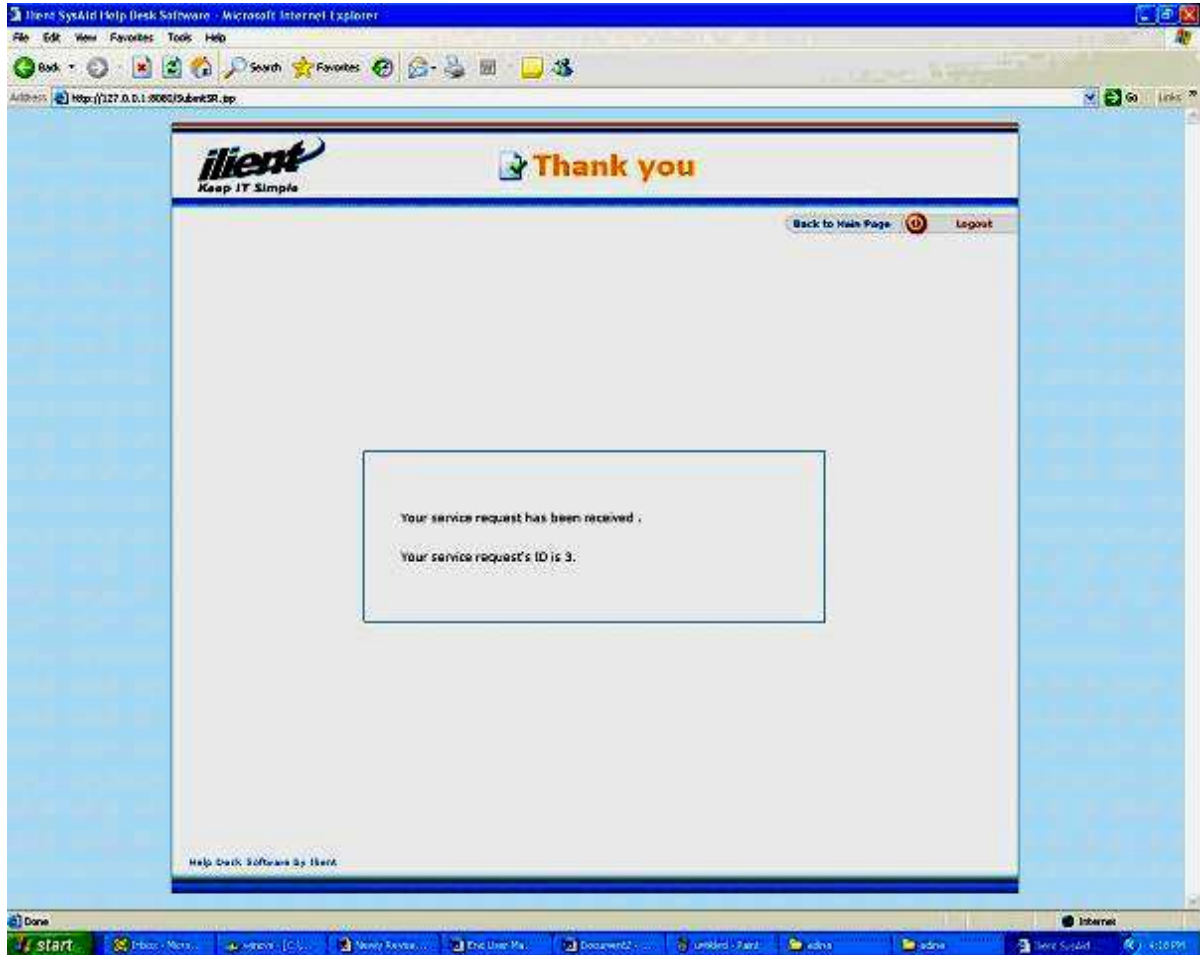


Finally, you may add attachments to the request.

When you submit the request, you can be guaranteed that SysAid Help Desk has received your service request, by receiving the Thank-you page. You have submitted a request SysAid will automatically assign it a number and this will appear on the Thank-you page you see.

If the opening portal is enabled in your organization, you'll be able to see the submitted request on the "**Your Service Requests**" page.

Figure 10: Thank-you page and service request number



We hope you find SysAid useful and efficient.

If you have any questions or comments, please contact us at [helpdesk@ilient.com](mailto:helpdesk@ilient.com).