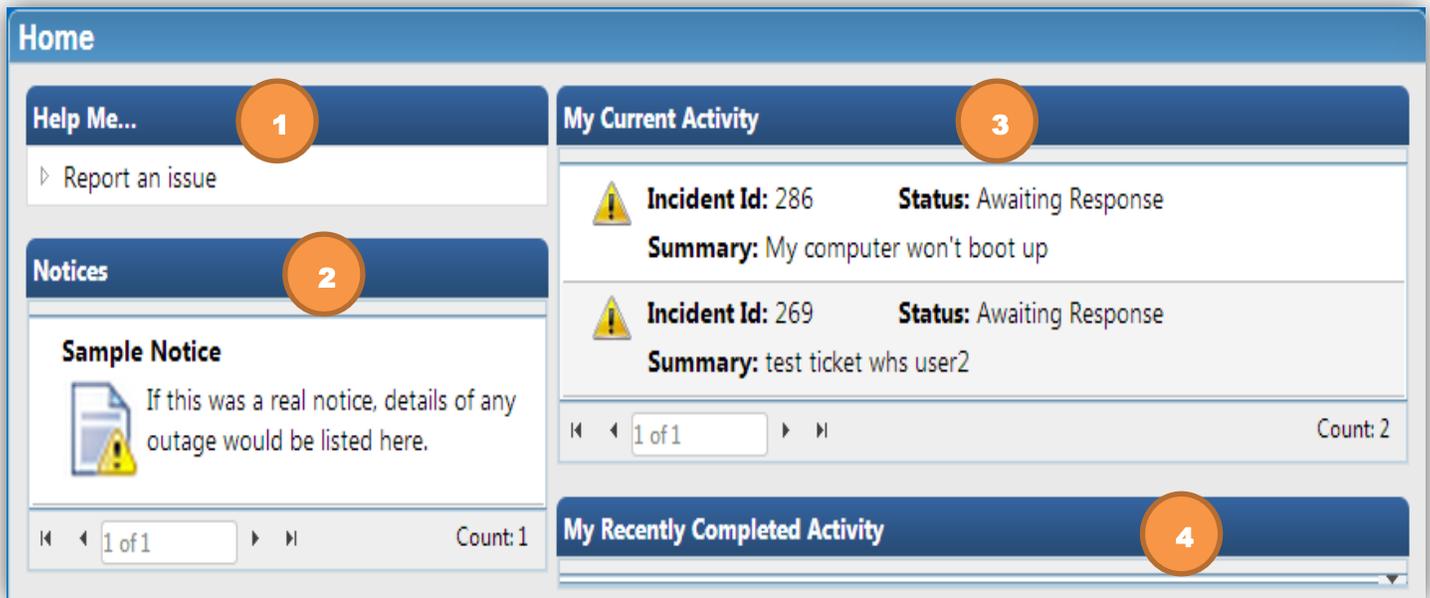


LDSD ServiceDesk - Self Service Quick Reference Guide

Self Service Access URL: [LDSD Service Desk](#) – Found on the Intranet under the “Need Help” section

Logon with your LEAD username & password	User name: <input type="text" value="jsmith4"/>
	Password: <input type="password" value="•••••"/>

Home Dashboard: Once logged in, the Home Dashboard below will display. From this screen you can easily report issues, check on existing Incidents and read notifications on system status and announcements from the Service Desk



The screenshot shows the Home Dashboard with four numbered callouts:

- 1:** Help Me... Report an issue
- 2:** Notices. Sample Notice: If this was a real notice, details of any outage would be listed here.
- 3:** My Current Activity. Incident Id: 286 Status: Awaiting Response Summary: My computer won't boot up. Incident Id: 269 Status: Awaiting Response Summary: test ticket whs user2. Count: 2
- 4:** My Recently Completed Activity. Count: 1

- 1. To create a new Incident:** Look under “Help Me”, and then click on “Report an Issue”.
- 2. To check for current known issues or upcoming alerts:** Look under “Notices”. Any known issues will be posted here: maintenance, system outages or general notices.
- 3. To view the status of your current Incidents:** Look under “My Current Activity”. This lists your open Incidents. Click on the Incident from here to open it and view additional details or add items such as attachments or notes.
- 4. To view the status of your recently closed or resolved Incidents:** Look under “My Recently Completed Activity”. This lists your Incidents which have been resolved or closed in the last 90 days.

Creating an Incident: Once you have familiarized yourself with the Home Dashboard, you are ready to submit an Incident. Click on the “Report an Issue” link under the “Help Me” section of the Home Dashboard to open the new Incident window, shown below.

The screenshot shows the 'New Incident' form with several callouts:

- Action Buttons:** select an option once your incident input is complete (points to Save and close, Save, Cancel buttons).
- Required fields are PINK** (points to Summary and Details fields).
- All Drop Down lists are Smart Autocomplete, just start typing the name of the item and the list will show you only matching items** (points to End User, I need assistance with, Computer, and Assigned Group dropdowns).
- *The Location field will become active once the Override Location box is checked** (points to the Location field).
- Tabs at the bottom will show any additional items for this incident such as Notes or Attachments as the incident is worked on and progresses** (points to the Incident End User Notes tab).
- Read-only fields are GRAY** (points to Created By and Status fields).

Field Descriptions and Use:

End User: This field indicates who is having the issue.

If you are submitting on behalf of someone else, click on this field to display a list of users, and change to the correct name

Created by: This field is pre-populated with the user who created the Incident and cannot be changed

Override Location: Check this box if you need to submit an Incident for a different location

Location: This field is auto-populated with the end user’s location from LEAD

If you need to submit an Incident for a different location, click on “Override Location” and then select the correct location from the list

Room: Enter your classroom number (if applicable)

I need assistance with: Select a category which best describes your issue from the drop down list

Computer: Select the computer (if applicable) that this Incident involves.

Summary: Give a brief summary of your issue. This field is required.

Details: Give further details about your issue. This field is required.

Status: Indicates the current status of your Incident.

Assigned Group: Indicates the group assigned to your Incident

Save & Close: Submits your Incident and close the page

Save: Submits your Incident but leave the page open so you can perform additional actions (ex. add attachment)

Cancel: Cancels any unsaved changes and return you to your Home Dashboard