



Media Specialists

Ticket Creation Options

Solarwinds WebHelpDesk

December 2018 (Rev. Aug 2020)

As Client Admin :

The screenshot shows the 'FCPS Technology Services' interface. At the top, there's a navigation bar with 'Request', 'History', 'Assets', 'FAQs', 'Messages', and 'Profile'. The user is identified as 'Karen Florwick'. The main section is titled 'Help Request' and includes a 'Create Ticket For' dropdown (set to 'Myself'), a 'Request Type' dropdown (set to 'Devices'), and a large text area for 'Request Detail'. Below this is a 'Best contact time' field and an 'Attachments' section. The 'Select Asset' section contains two tables: 'My Assets' and 'Ticket Assets'. 'My Assets' lists four items with columns for No., Model, Serial No., and Network Name. 'Ticket Assets' lists one item with the same columns.

No.	Model	Serial No.	Network Name
8KRPT91	Dell Inc. OptiPlex GX520	8KRPT91	BCES-306-01
4505FC1	Dell Inc. Latitude D620	4505FC1	BCES-400-L29
D492NH1	Dell Inc. OptiPlex 755	D492NH1	BCES-100-001
HGB76F2	Dell Inc. Latitude 3380	HGB76F2	BCES-STA-L004

No.	Model	Serial No.	Network Name
8KRPT91	Dell Inc. OptiPlex GX520	8KRPT91	BCES-306-01

Email ticket to WebHelpDesk (from your FCPS email!):

- Ticket is created with you as the client and routed to your USS

Email ticket to Data.Helpdesk (from your FCPS email!):

- Ticket is created with you as the client
- Helpdesk staff may either address the issue or assign it to the USS

Call the Technology Support Helpdesk:

- Ticket is created with you as the client
- Helpdesk staff may either address the issue or assign it to the USS

Couple Notes on Creating tickets:

- Please add as much detail as you can about the issue or incident, attach asset, screen shots of errors, etc.
- Please remove links and pictures in your signature