

## **An Introduction to OSU Helpdesk**

Welcome to the OSU helpdesk. This manual will guide you through the process of logging in, and using OSU's own customized helpdesk software. Throughout this manual, we will refer to this software simply as helpdesk. IS Computer Consulting has been using the helpdesk to track calls and answer questions since Spring 2003 when the first test version was completed. The advantages of having helpdesk software will be evident within a few weeks, if not sooner. Once a bug is entered into the helpdesk, it is assigned a unique number, and it henceforth known as a ticket. When there is a record of tickets at your fingertips, there is no more guesswork when trying to find out if a call or email has been addressed yet.

The OSU Helpdesk software is a customized version of Bugzilla, which is currently the de-facto standard bug tracking system in the industry. Bugzilla is free software, originally developed for tracking bugs within the Netscape Navigator project. Helpdesk organizes and sorts tickets either by subject, user, date, resolution, priority, or unique ticket ID number. In addition, custom queries and reports can be made to the database of tickets.



It is necessary to login to begin using your helpdesk software. Getting to the login page requires a web browser, such as Mozilla or Internet Explorer, and a connection to the Internet. Helpdesk is web-based, meaning that there is nothing to install on your computer and everything can be done online. To access helpdesk, type the URL of helpdesk into your browser's address bar. The URL may be different for each installation of helpdesk. For example, IS Computer Consulting's helpdesk can be reached by entering <http://helpdesk.tss.oregonstate.edu/help> into the address bar.

On your helpdesk's homepage, you will see a link to login. After clicking it, you'll be taken to a login page to enter your email address and password:

The screenshot shows the login interface of the OSU Helpdesk. On the left, there is an orange sidebar with the heading "Actions:" and three buttons: "New Ticket", "Test Ticket", and "Log In". The "Log In" button is highlighted. To the right of the sidebar is a search bar with a "#", an input field, and a "go" button. Below this is the "Login" section, which includes an "Email Address:" label, an input field, and a "Password:" label with an input field. A "Login" button is positioned below the password field. A horizontal line separates the "Login" section from the rest of the page. Below the line, there is a note: "ONID addresses can leave off the @onid.orst.edu" and "Non-ONID email addresses must be entered in full (test.person@oregonstate.edu)".

Log in with your OSU email address and password. If you enter your departmental address, and get an invalid email address error, try using @oregonstate.edu instead of @orst.edu and vice versa. Logins are remembered in a cookie, so be sure to log out when you are done.