



Genesee Intermediate School District
Technology & Media Services
2413 West Maple Avenue
Flint, Michigan 48507



GenNET Self-Service Helpdesk

The GenNET Self-Service Help Desk is an innovative, web-based application that allows users to view, create, and update requests. A username and password is required.

Logon

1. Go to the GISD Help Desk URL <https://support.geneseeisd.org>
2. Enter your Username and Password

Username

Password

Keep me signed in |


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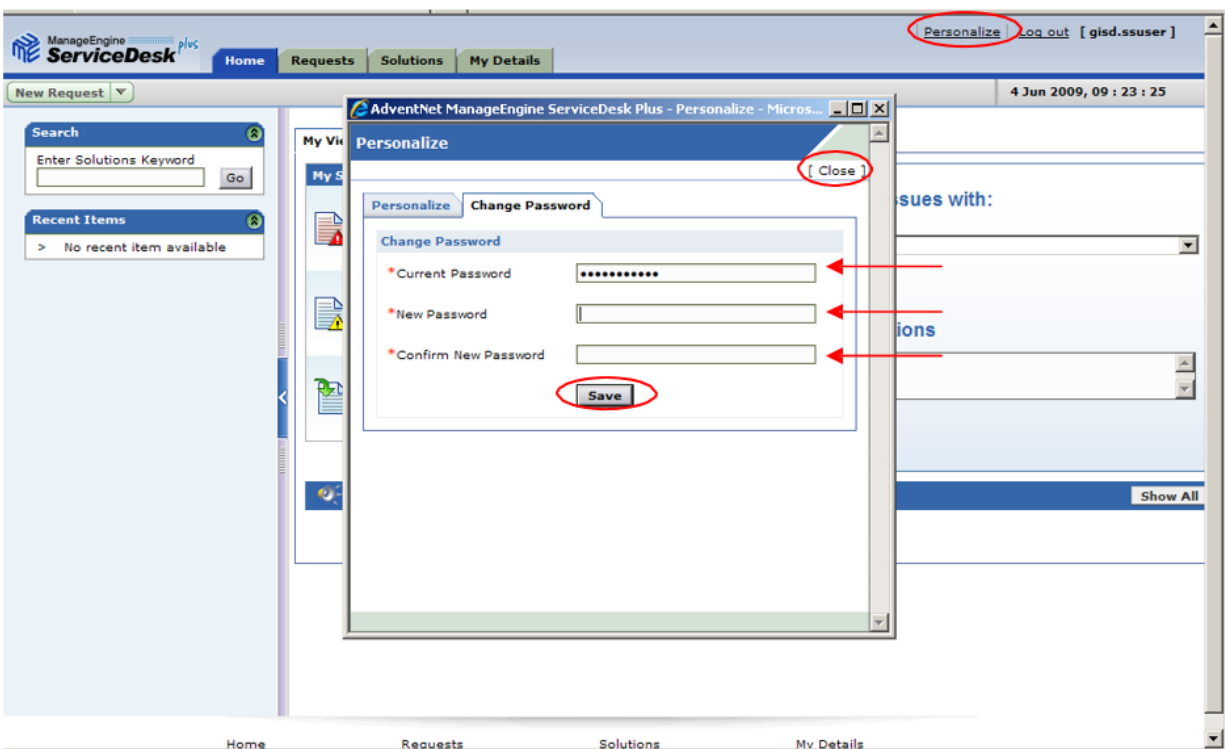
Change Self-Service Password

All default passwords should be changed. Use the following directions for changing your Self-Service password:

1. Log on to the GenNET Self-Service Help Desk using the username & password
2. Click on the **Personalize** Link on the upper right side of the screen
3. Select the **Change Password** tab
4. Type in the default password in the **Current Password** field
5. Type in the new password in the **New Password** field
6. Confirm new password by typing password again in the **Confirm New Password** field
7. Click **Save**
8. Click **Close**

Note: the password is changed when this confirmation notice appears

 SUCCESS :Password modification successful.
Please relogin for the change to be effected.



Requests

The **Home Tab** is the core area for creating and managing Requests. You can create a **New Request**, or create a Request using a **Template**. **Templates** fill in the fields that are typically the same for all Requests of that type.

You may view open and/or closed Requests logged for you.

The screenshot displays the ServiceDesk interface with the 'Requests' tab selected. The top navigation bar includes 'Home', 'Requests', 'Solutions', and 'My Details'. A 'New Request' button is visible in the top left. The main content area is divided into several sections:

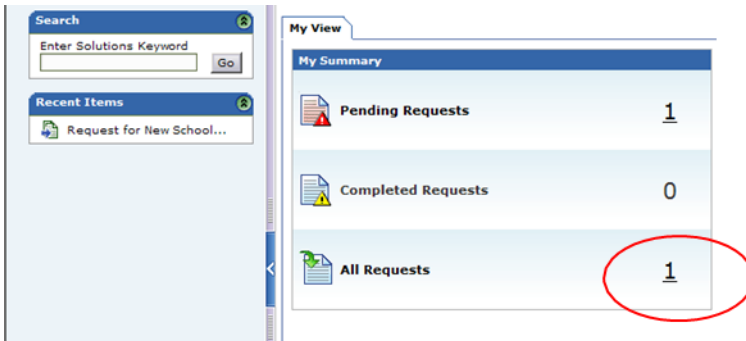
- Search:** A search box with the text 'Enter Solutions Keyword' and a 'Go' button.
- Recent Items:** A list showing a recent item: 'Request for New School...'
- My View:** A summary table of request counts:


Category	Count
Pending Requests	1
Completed Requests	0
All Requests	1
- I am having issues with:** A dropdown menu with 'Select Template' selected, circled in red.
- Search Solutions:** A search box with a 'Search' button.
- Announcements:** A section with the text 'No announcement exists in the system.' and a 'Show All' button.

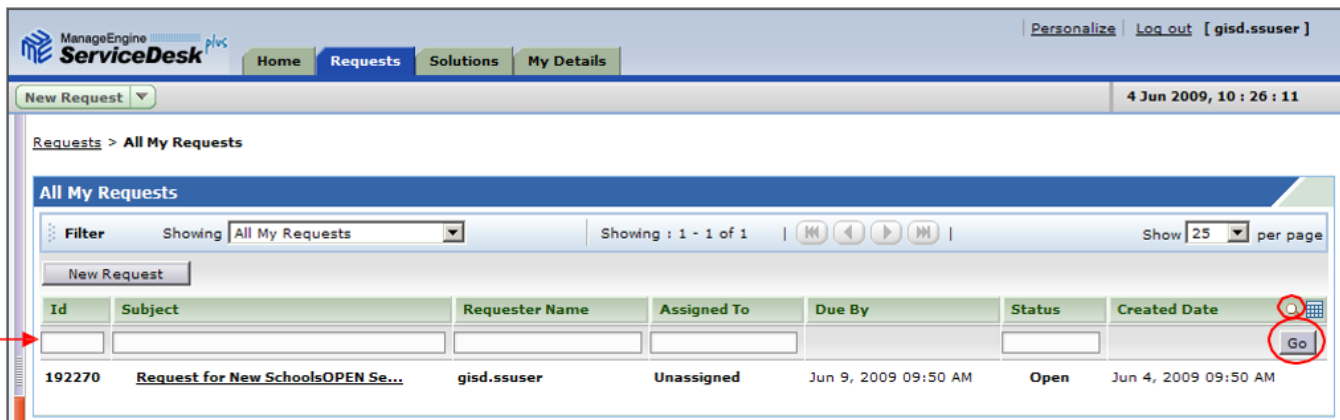
The bottom of the page shows a navigation bar with 'Home', 'Requests', 'Solutions', and 'My Details' tabs.

List Requests

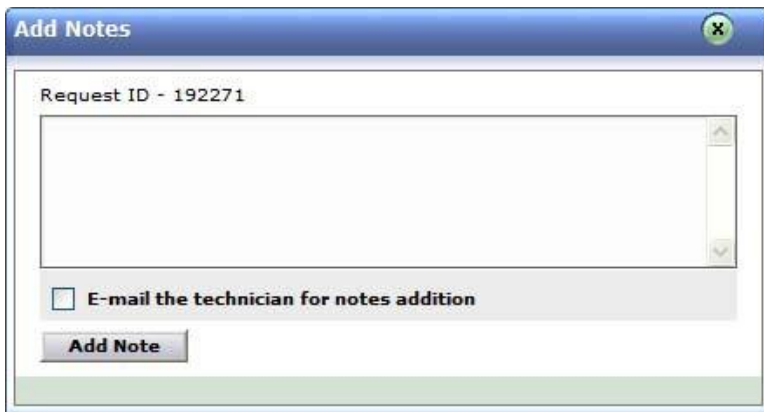
1. From the **Home Tab**, (this is the default screen once a user has logged in to the Self Service Help Desk) to view open, closed or all Requests, click **All Requests** in the **My View** tab.



2. You may also **Search** for a Request by Request #, status, name, or subject. First click the **Magnifying Glass**  (located in the right corner above the requests), then enter the search criteria, then click **GO**.

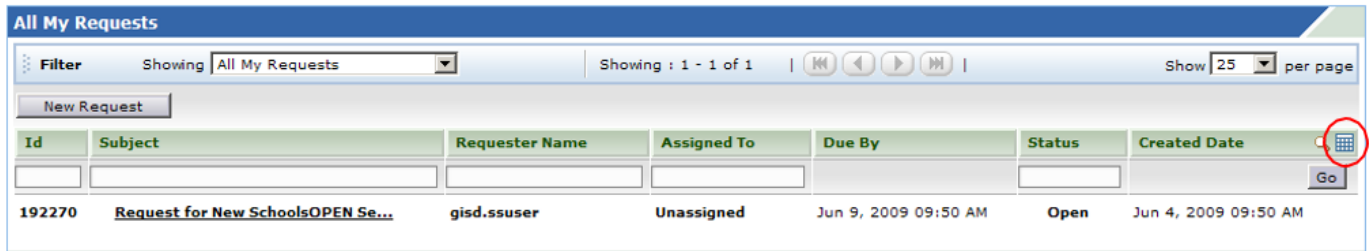


To modify a Request you created (your username appears under **Requester's Name**), click the Subject hyperlink. Then select the **Action** menu, and click **Add Notes**. You may now enter any notes as needed and then click add notes. To email the technician assigned to this request, click the check box. When finished, click **Add Note**.



Modifying Columns

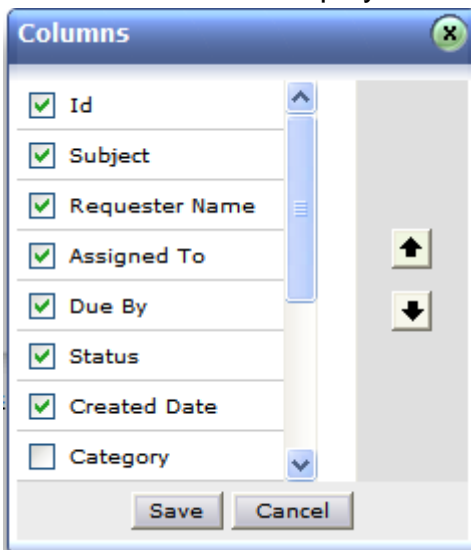
1. From the **Request Tab** click on the columns icon



The screenshot shows the 'All My Requests' interface. At the top, there is a filter dropdown set to 'All My Requests', showing '1 - 1 of 1' items, and a 'Show 25 per page' option. Below this is a 'New Request' button. The main table has the following columns: Id, Subject, Requester Name, Assigned To, Due By, Status, and Created Date. A red circle highlights a small icon in the top right corner of the table header, which is used to open the column selection menu. The table contains one row with the following data: Id: 192270, Subject: Request for New SchoolsOPEN Se..., Requester Name: gisd.ssuser, Assigned To: Unassigned, Due By: Jun 9, 2009 09:50 AM, Status: Open, Created Date: Jun 4, 2009 09:50 AM.

Id	Subject	Requester Name	Assigned To	Due By	Status	Created Date
192270	Request for New SchoolsOPEN Se...	gisd.ssuser	Unassigned	Jun 9, 2009 09:50 AM	Open	Jun 4, 2009 09:50 AM

2. Once the pop-up window has appeared, select the check boxes for the column headings that will need to be displayed.



The 'Columns' pop-up window is shown. It has a title bar with a close button. The window contains a list of column headings with checkboxes. The checked items are: Id, Subject, Requester Name, Assigned To, Due By, Status, and Created Date. The unchecked item is: Category. There are 'Save' and 'Cancel' buttons at the bottom of the window.

Column	Checked
Id	<input checked="" type="checkbox"/>
Subject	<input checked="" type="checkbox"/>
Requester Name	<input checked="" type="checkbox"/>
Assigned To	<input checked="" type="checkbox"/>
Due By	<input checked="" type="checkbox"/>
Status	<input checked="" type="checkbox"/>
Created Date	<input checked="" type="checkbox"/>
Category	<input type="checkbox"/>

Creating a Request

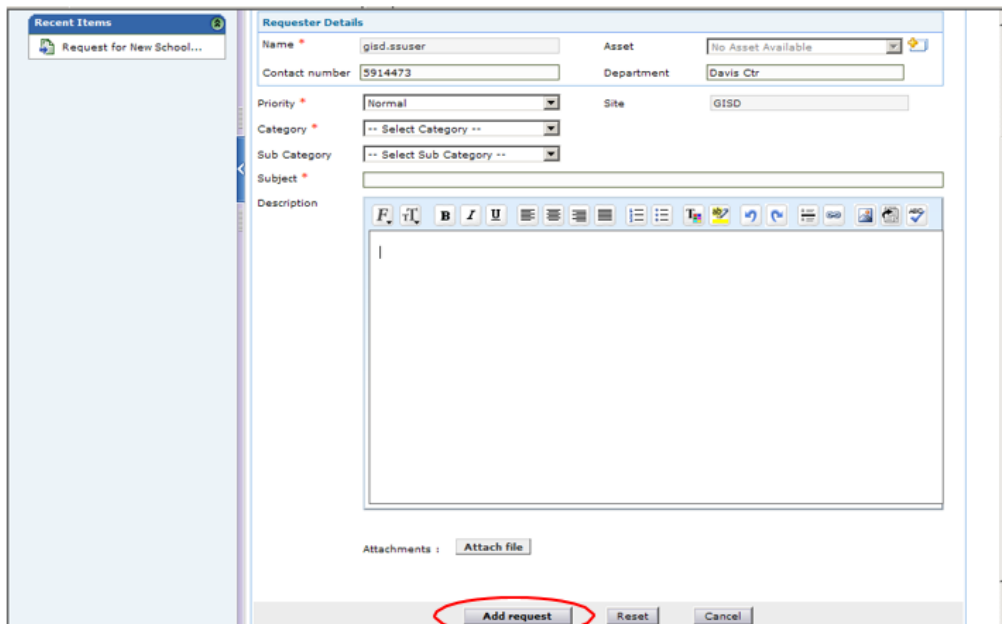
From the **Home Tab**, do one of the following:

1. Create a Request from **New Requests**:



- Click **New Request** link on the upper left side, below the helpdesk icon. The Request tab becomes active. The requester details are filled in for the requester.
- Click the **Priority** drop-down arrow and select the appropriate priority. Priorities are defined as follows:
 - Low – Resolved within 2 weeks
 - Normal – Resolved within 72 hours (3 business days)
 - High – Resolved within 24 hours (1 business day)
 - EMERGENCY – Resolved within 4 hours. **NOTE:** If entering an emergency request, please follow-up with a phone call to 591-4473.
- Click the **Category** drop-down arrow and select the appropriate category
- Click the **Sub Category** drop-down arrow and select the appropriate sub category
- Type in the **Subject**
- Complete the **Description** box by typing in the detailed problem/request. Include any needed error messages and any troubleshooting performed. If this request is for someone else, please be sure to include their user name, phone number, building and room number.
- Click **Attach file** to add a file to the request, (for details please see the section **Adding an Attachment to a Request**). You must attach the file before submitting the request.
- Click **Add request** when finished.

Note: The **Reset** button to clear the form and start over.

A screenshot of a web-based request form. The form is titled "Requester Details" and contains several fields: "Name" (gisd.ssuser), "Asset" (No Asset Available), "Contact number" (5914473), "Department" (Davis Ctr), "Priority" (Normal), "Site" (GISD), "Category" (Select Category), and "Sub Category" (Select Sub Category). There is a "Subject" field and a large "Description" text area with a rich text editor toolbar. At the bottom, there is an "Attachments" section with an "Attach file" button and three main buttons: "Add request" (circled in red), "Reset", and "Cancel".

2. Create a Request from **Templates** (Formally Quick Tickets):

Choose one of the following:

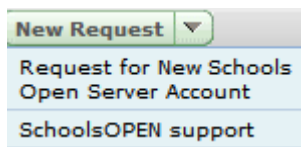
- a) Click **Select Template** drop down arrow in the “I am having issues with” area. Select the appropriate Template from the list. The Template will now appear.



The image shows a web form with a label "I am having issues with:" in blue text. Below the label is a dropdown menu with a light blue background and a small downward arrow on the right side. The text inside the dropdown menu is "Select Template".

OR

- b) Click the drop down arrow next to **New Request**. Then select the **Template** from the drop down list.



The image shows a dropdown menu with a grey header containing the text "New Request" and a small downward arrow. Below the header, there are three menu items: "Request for New Schools", "Open Server Account", and "SchoolsOPEN support".

- Click the **Priority** drop-down arrow and select the appropriate priority. Priorities are defined as follows:
 - Low – Resolved within 2 weeks
 - Normal – Resolved within 72 hours (3 business days)
 - High – Resolved within 24 hours (1 business day)
 - EMERGENCY – Resolved within 4 hours. **NOTE:** If entering an emergency request, please follow-up with a phone call to 591-4473.
- Complete the **Description** box by typing in the detailed problem/request and include any needed error messages and any troubleshooting performed. If this request is for someone else, please be sure to include their user name, phone number, building and room number.
- Click **Attach file** to add a file to the request, (for details please see the section **Adding an Attachment to a Request**). You must attach the file before submitting the request.
- Click **Add request** when finished.

Note: The **Reset** button to clear the form and start over.

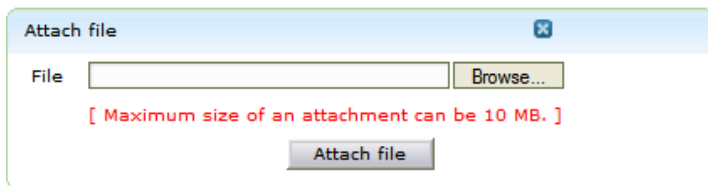
Adding an Attachment to a Request

Attachments can be added to a Request prior to clicking **Add request**.

To add an attachment to a request:


1. Click **Attach File**. The **Add Attachments** window appears.
2. Click the **Browse** button in the **Attach File** box. The **Choose File** window appears.
3. Navigate to the directory where the required file is located and select the file. Click the Open button.
4. Click the **Attach File Button**.

Note: Maximum size of an attached file can only be 10 MB.



To remove an attachment from a request:

1. Click on delete icon to the right of the file and size.

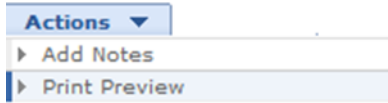
File	Size	
Attendance070-MP3.csv	960 B	

Printing a Request

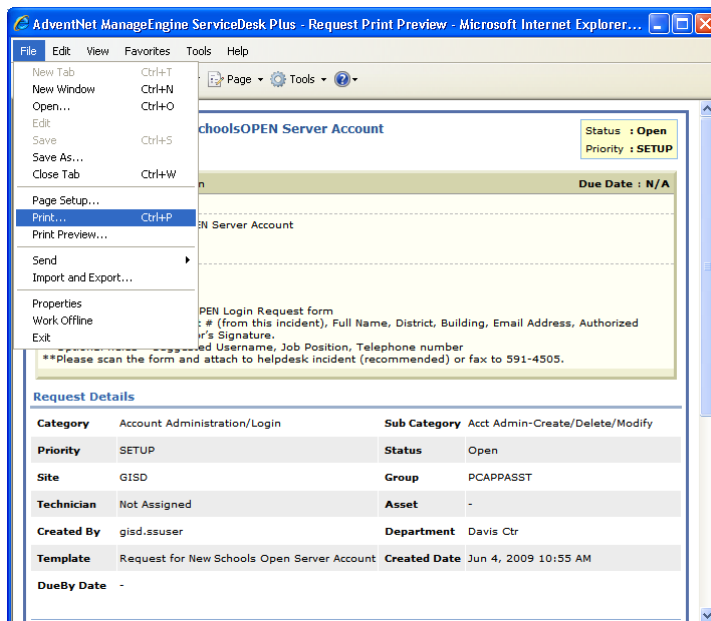
You may print *your* Requests as needed.

To print a Request:

1. From the **Requests Tab**, click **Subject** of the Request
2. Select **Actions** then click **Print Preview**



3. The Print Windows appears
4. Select **File** then click **Print**
5. In the **Select Printer** list, select the printer to which you want to print.
6. Click **Print**. The Request prints to the designated printer. Close the **Print Preview** window to return the list of Requests



Questions

*If you have questions, please feel free to contact us at helpdesk@geneseeisd.org.
Thank you!*