

# How to use Willow I.T.'s new Service Desk Portal

Thank you for using the Service Desk Portal. In order to provide the best service and efficiency, it is important that all I.T. Service Desk requests are entered online. We appreciate your support and feedback as we implement this new system.

## Log in to Service Desk

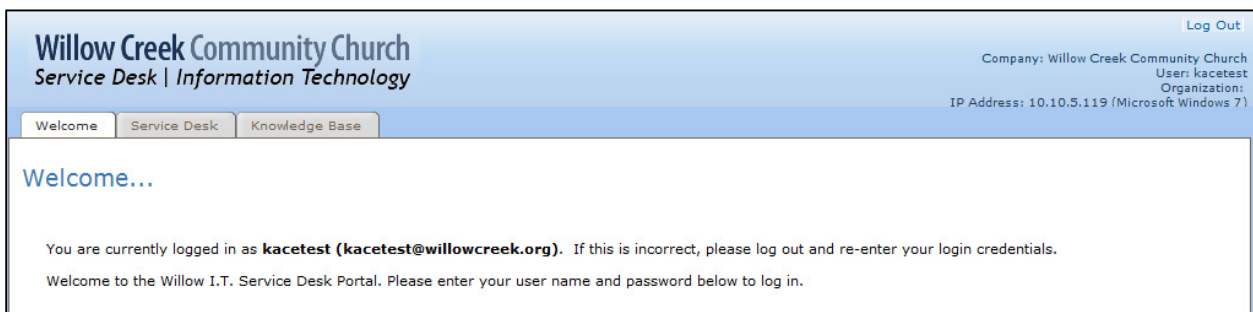
The web address to access the user portal: [itservicedesk.willowcreek.org](https://itservicedesk.willowcreek.org).

- 1) Willow I.T. Service Desk Portal. Enter your network user name and password:



The screenshot shows the login page for the Willow Creek Community Church Service Desk. The header includes the church name and 'Service Desk | Information Technology'. The main heading is 'Willow I.T. Service Desk Portal'. Below this is a welcome message: 'Welcome to the Willow I.T. Service Desk Portal. Please enter your user name and password below to log in.' There are two input fields: 'Login (user name):' with the value 'kacetest' and 'Password:' with masked characters. A 'Login' button is positioned below the fields. At the bottom, a note states: '(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out".)'

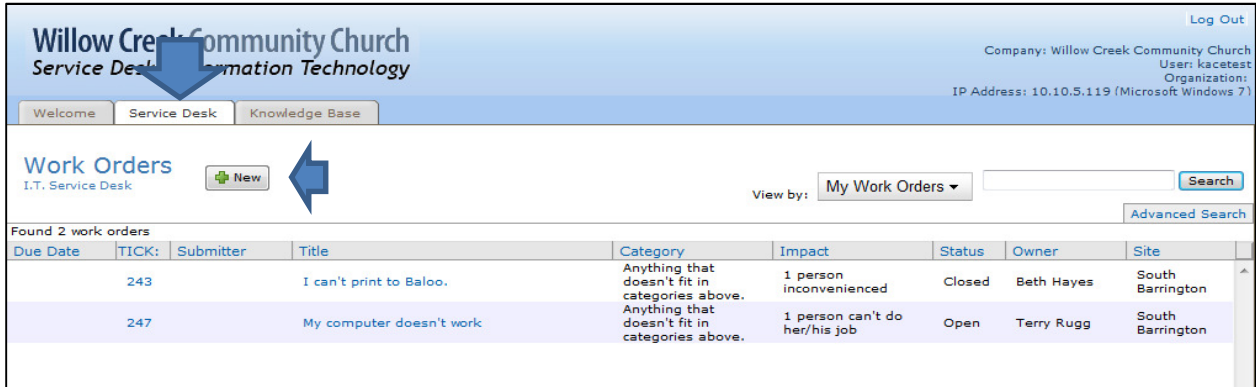
- 2) The Welcome Screen will open:



The screenshot shows the welcome screen after a successful login. The header includes the church name and 'Service Desk | Information Technology'. On the right side, there is a 'Log Out' link and system information: 'Company: Willow Creek Community Church', 'User: kacetest', 'Organization:', and 'IP Address: 10.10.5.119 (Microsoft Windows 7)'. Below the header is a navigation bar with 'Welcome', 'Service Desk', and 'Knowledge Base' tabs. The main content area starts with 'Welcome...' followed by a message: 'You are currently logged in as kacetest (kacetest@willowcreek.org). If this is incorrect, please log out and re-enter your login credentials.' Below this is another welcome message: 'Welcome to the Willow I.T. Service Desk Portal. Please enter your user name and password below to log in.'

## Create a work order:

- 1) Click on "Service Desk" tab. This is where you will create new work orders and check for status updates. Click on the "New" button to create a work order.



Willow Creek Community Church  
Service Desk | Information Technology

Company: Willow Creek Community Church  
User: kacetest  
Organization:  
IP Address: 10.10.5.119 (Microsoft Windows 7)

Welcome Service Desk Knowledge Base

Work Orders  
I.T. Service Desk

New

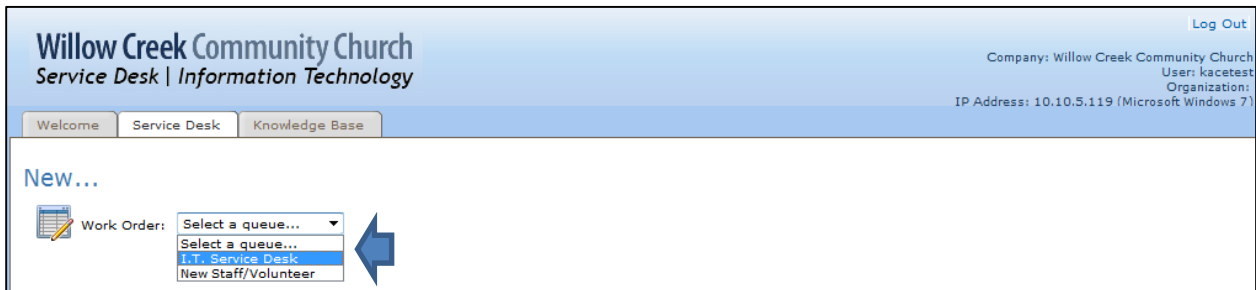
View by: My Work Orders

Advanced Search

Found 2 work orders

Due Date	TICK#	Submitter	Title	Category	Impact	Status	Owner	Site
	243		I can't print to Baloo.	Anything that doesn't fit in categories above.	1 person inconvenienced	Closed	Beth Hayes	South Barrington
	247		My computer doesn't work	Anything that doesn't fit in categories above.	1 person can't do her/his job	Open	Terry Rugg	South Barrington

- 2) Select "I.T. Service Desk" from the drop-down menu.



Willow Creek Community Church  
Service Desk | Information Technology

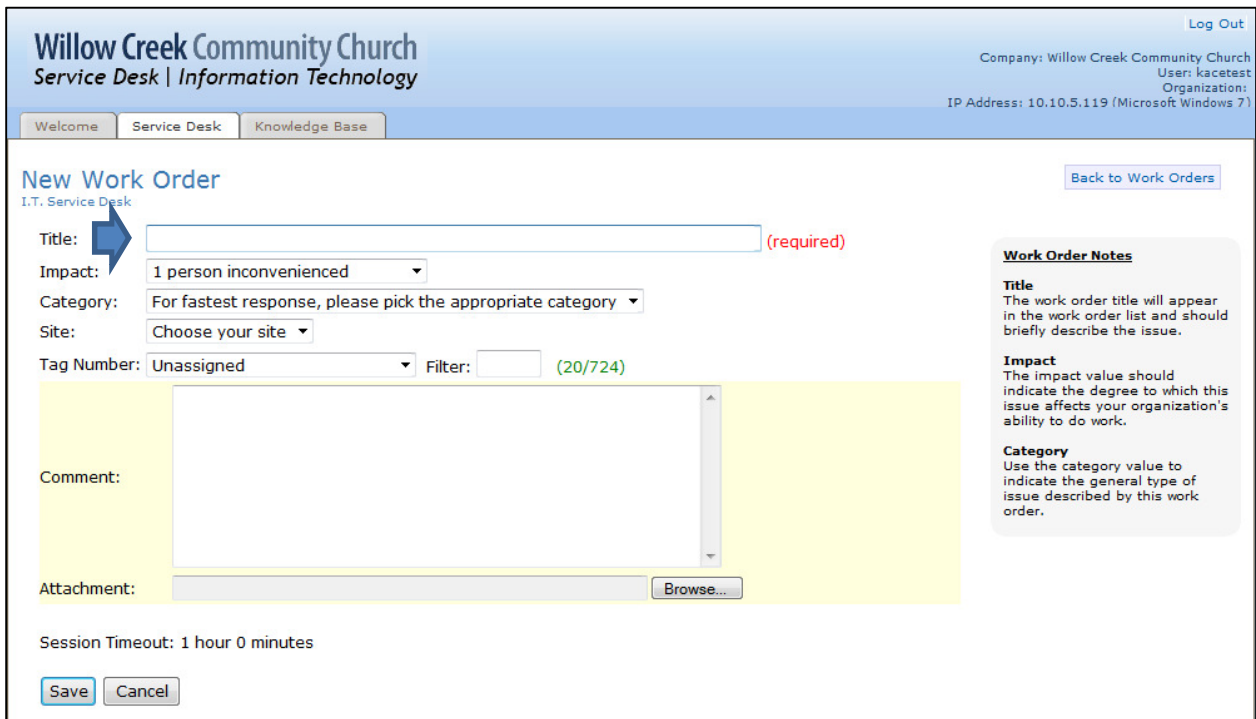
Company: Willow Creek Community Church  
User: kacetest  
Organization:  
IP Address: 10.10.5.119 (Microsoft Windows 7)

Welcome Service Desk Knowledge Base

New...

Work Order: Select a queue...  
Select a queue...  
I.T. Service Desk  
New Staff/Volunteer

- 3) Enter a brief description of your work order in the "Title" field, for example, "printer won't print." A more detailed description of the issue can be entered later in the Comment section.



Willow Creek Community Church  
Service Desk | Information Technology

Company: Willow Creek Community Church  
User: kacetest  
Organization:  
IP Address: 10.10.5.119 (Microsoft Windows 7)

Welcome Service Desk Knowledge Base

New Work Order  
I.T. Service Desk

Back to Work Orders

Title: (required)

Impact: 1 person inconvenienced

Category: For fastest response, please pick the appropriate category

Site: Choose your site

Tag Number: Unassigned Filter: (20/724)

Comment:

Attachment: Browse...

Session Timeout: 1 hour 0 minutes

Save Cancel

**Work Order Notes**

**Title**  
The work order title will appear in the work order list and should briefly describe the issue.

**Impact**  
The impact value should indicate the degree to which this issue affects your organization's ability to do work.

**Category**  
Use the category value to indicate the general type of issue described by this work order.

- 4) In the “Impact” choose the appropriate option from the drop-down menu. This will help determine the urgency and impact of the issue.

**New Work Order**  
I.T. Service Desk

Title:  (required)

Impact:

Category:

Site:

Tag Number:  Filter:  (20/724)

Comment:

Attachment:

Session Timeout: 59 minutes

Here is a list of the options with examples.

**Many people can't do their job**

Example: You and many other people in your ministry can't access your ministry folder.

**Many people inconvenienced**

Example: You have a printer in your ministry area that is not working and many people are inconvenienced to have to use a different printer.

**1 person can't do her/his job**

Example: You're having a problem with your computer and there isn't another computer nearby that you can log into and work on because you have a specialty software package that isn't on another computer that you can use.

**1 person inconvenienced**


Example: You are having a problem with your computer but you can use another computer or device until the problem is resolved.

- 5) In the Category field, choose the appropriate option from the drop-down menu. This selection will help determine who receives the work order.

**New Work Order**  
I.T. Service Desk

Title:  (required)

Impact:

Category:  

Site:

Tag Number:

Comment:

Attachment:

Session Timeout: 59 minutes


- 6) In the Site field, select your ministry location.

**New Work Order**  
I.T. Service Desk

Title:  (required)

Impact:

Category:

Site:  

Tag Number:

Filter:  (20/724)

Comment:

Attachment:

Session Timeout: 58 minutes

- 7) If your request involves a specific computer, please type in the computer tag number in the “Filter” field. The system will find the computer and populate the “Tag Number” field with the appropriate tag number. (If your tag number isn’t found, please note this in the “Comment” field.)

In the Comment field: Write anything that will help I.T. know the details of your request. When you’ve finished with comments, click on “Save.”

**New Work Order**  
I.T. Service Desk

Title:  (required)

Impact:

Category:

Site:

Tag Number:  Filter:

Comment:

Attachment:

Session Timeout: 57 minutes

- 8) Below is what the screen will look like on your computer once the Work Order has been saved. At the bottom of the ticket is your confirmation “Ticket Created.” You will also receive an email confirmation.

**Work Order TICK:0272** [Back to Work Orders](#)

[Printer Friendly] [Find Related Articles] [Email Work Order] [New Work Order For Submitter]

Title: My computer is running slowly.  
Impact: 1 person inconvenienced  
Category: Anything that doesn't fit in categories above.  
Site: South Barrington  
Tag Number: wc512114  
Owner: Unassigned  
Status: Open  
Created: 2012/09/18 11:38:45  
Modified: 2012/09/18 11:38:45  
Resolution: None

Session Timeout: 1 hour 0 minutes

[Kace Test](#) - 2012/09/18 11:38:45

- Ticket Created

When I open Outlook or Word, it takes a long time to open. It's very slow.

**Work Order Notes**

**Title**  
The work order title will appear in the work order list and should briefly describe the issue.

**Impact**  
The impact value should indicate the degree to which this issue affects your organization's ability to do work.

**Category**  
Use the category value to indicate the general type of issue described by this work order.

- 9) If you need to add another comment (or forgot to give all the details), just click on “Add Comment” and type any additional information. Below is an example:

### Work Order TICK:0272

[\[Printer Friendly\]](#) [\[Find Related Articles\]](#) [\[Email Work Order\]](#) [\[New Work Order For Submitter\]](#)

**Title:** My computer is running slowly.  
**Impact:** 1 person inconvenienced  
**Category:** Anything that doesn't fit in categories above.  
**Site:** South Barrington  
**Tag Number:** wc512114  
**Owner:** Unassigned  
**Status:** Open  
**Created:** 2012/09/18 11:38:45  
**Modified:** 2012/09/18 11:38:45  
**Resolution:** None

Session Timeout: 1 hour 0 minutes

[Kace Test](#) - 2012/09/18 11:39:40  
I forgot to say that it's also slow when I'm working in Internet Explorer.

[Kace Test](#) - 2012/09/18 11:38:45  
▪ Ticket Created

When I open Outlook or Word, it takes a long time to open. It's very slow.

[Back to Work Orders](#)

**Work Order Notes**

**Title**  
The work order title will appear in the work order list and should briefly describe the issue.

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The impact value should indicate the degree to which this issue affects your organization's ability to do work.

**Category**  
Use the category value to indicate the general type of issue described by this work order.

- 10) When you're finished entering the work order, you can click on “Back to Work Orders” in the upper right-hand corner to view a list of all your work orders.

### Work Order TICK:0272

[\[Printer Friendly\]](#) [\[Find Related Articles\]](#) [\[Email Work Order\]](#) [\[New Work Order For Submitter\]](#)

**Title:** My computer is running slowly.  
**Impact:** 1 person inconvenienced  
**Category:** Anything that doesn't fit in categories above.  
**Site:** South Barrington  
**Tag Number:** wc512114  
**Owner:** Unassigned  
**Status:** Open  
**Created:** 2012/09/18 11:38:45  
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Session Timeout: 1 hour 0 minutes

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When I open Outlook or Word, it takes a long time to open. It's very slow.

[Back to Work Orders](#)

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**Category**  
Use the category value to indicate the general type of issue described by this work order.



- 11) Here is a view of all work orders you submitted. These work orders will be retained in the system. You can use the Search function to find past work orders in the list:

Willow Creek Community Church  
Service Desk | Information Technology

Company: Willow Creek Community Church  
User: kacetest  
Organization:  
IP Address: 10.10.5.119 (Microsoft Windows 7)

Welcome Service Desk Knowledge Base


Work Orders  
I.T. Service Desk 



View by: My Work Orders   

Found 3 work orders

Due Date	TICK:	Submitter	Title	Category	Impact	Status	Owner	Site
	272		My computer is running slowly.	Anything that doesn't fit in categories above.	1 person inconvenienced	Open	Unassigned	South Barrington
	243		I can't print to Baloo.	Anything that doesn't fit in categories above.	1 person inconvenienced	Closed	Beth Hayes	South Barrington
	247		My computer doesn't work	Anything that doesn't fit in categories above.	1 person can't do her/his job	Open	Terry Rugg	South Barrington

- 12) Once a technician has been assigned to your ticket, the "Owner" field will be changed from "Unassigned" to the Technician name (in this case, Beth Hayes) and an email will be generated indicating the owner of your ticket.

Work Orders  
I.T. Service Desk 

View by: My Work Orders   

Found 3 work orders

Due Date	TICK:	Submitter	Title	Category	Impact	Status	Owner	Site
	272		My computer is running slowly.	Anything that doesn't fit in categories above.	1 person inconvenienced	Open	Beth Hayes	South Barrington
	243		I can't print to Baloo.	Anything that doesn't fit in categories above.	1 person inconvenienced	Closed	Beth Hayes	South Barrington
	247		My computer doesn't work	Anything that doesn't fit in categories above.	1 person can't do her/his job	Open	Terry Rugg	South Barrington

# Knowledge Base

Another important feature of the Service Desk system is the Knowledge Base.

- 1) Click on the “Knowledge Base” tab and view the documents and instructions for assistance in specific areas.

The screenshot shows the Knowledge Base interface for Willow Creek Community Church. At the top, there is a navigation bar with tabs for 'Welcome', 'Service Desk', and 'Knowledge Base'. The 'Knowledge Base' tab is selected. Below the navigation bar, there is a search bar with a 'Search' button and a 'View by:' dropdown menu set to 'All Items'. The main content area displays a table of 15 articles. The table has columns for 'Article ID', 'Title', 'Category', 'Platform', and 'Importance'. The articles listed are:

Article ID	Title	Category	Platform	Importance
KB:00002	How to Work from Home on a PC			
KB:00003	How to Work from Home on a Mac			
KB:00004	How to Make IT Request for New Volunteer			
KB:00005	Apple Discount for Willow Employees			
KB:00006	Dell Discount for Willow Employees			
KB:00008	Microsoft Office Online Training			
KB:00009	Cell Phone Plan Discount for Willow Employees			
KB:00010	How to setup Willow E-mail on a Mobile Device			
KB:00011	Outlook Auto Complete List Issue			
KB:00018	How to use CutePDF			
KB:00019	Changing password on Terminal Server			
KB:00020	Using Terminal Server with Mac			
KB:00021	Using Terminal Server with Windows			
KB:00022	Spam is still getting through Postini			
KB:00024	Export Outlook folders			

- 2) Click on a Knowledge Base article and you'll see the details.

The screenshot shows the 'Knowledge Base: Article Detail' page for the article 'Export Outlook folders'. The page includes a 'Back to Article Listing' button in the top right corner. The article content is as follows:

### Export Outlook folders

Article ID: KB:00024  
URL: [https://itservicesdesk.willowcreek.org/userui/advisory\\_detail?ID=24](https://itservicesdesk.willowcreek.org/userui/advisory_detail?ID=24)

Date Posted: Sep 12 2012 06:21:52 PM  
Last Updated: Sep 12 2012 06:21:52 PM

Below are the instructions on how to export your Outlook account. You can choose what type of file you would like to save it as (depending on where you will import the file). Also, you can save it to an external storage device (ex. Flash drive, DVD, CD), so that you can save it on your new computer.

Export information

- On the File menu, click Import and Export
- Click Export to a file, and then click Next
- In the list, click the file type you want to export to, and then click Next
  - o If you want to export to a file for use in Word or PowerPoint, choose either Tab Separated Values or Comma Separated Values.
- Select the folders you would like to export, and then click Next
- Browse for the location you would like to save the exported file to, and then click next.
- Click Finish

Note Folder design properties such as permissions, rules, description, forms, and views are not preserved when you export to a Personal Folders file. Only the content itself is exported.

Tip: You can often export to programs not listed in the Import and Export Wizard, by exporting the data to either Comma Separated Values (.csv) or Tab Separated Values (.txt) file format.

[Printer Friendly Version]

**IT Info Library**  
This library contains IT information to support your computing needs. Please reference this library as needed.  
If you have information that you feel should be posted in this library please email the information to the IT group.