

- 1) I.T. News
- 2) **Submit a Service Request**
- 3) **Self Service**
- 4) **View Your Old Service Request**
- 5) **Toolbar**
- 6) **Change your current settings**



If you are experiencing technical problems, please click here [Submit a Service Request.](#)

SysAid Help Desk Software - Windows Internet Explorer

http://hpsrv01:8080/SubmitSR.jsp

SysAid Help Desk Software

SysAid v6.0.04 Account: spartanburg! User: cladmin

Submit Service Request

1 ↓

a ↓ b ↓ c ↓

Category: Please select a category. Please select a sub-category. Select third level category

Title:

2 ↓

Description:

3 ↓

Urgency: Low ↓ 4

Asset: TRN014 ↓

5 ↓

Send screen capture:

6 ↓

Attachments: Add Remove

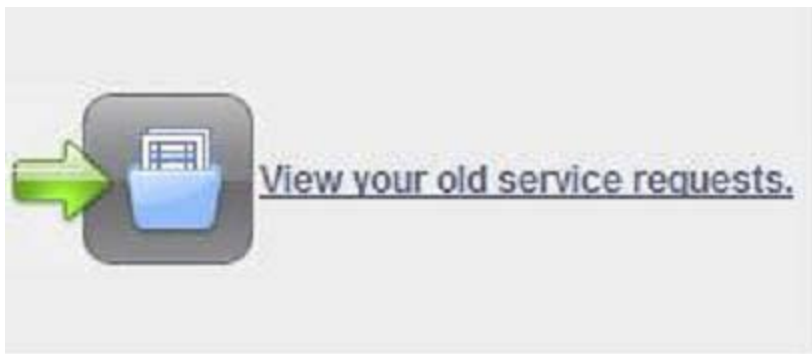
7 ↓

Submit

- 1) **Category**
 - a – Main Category
 - b –Sub Category
 - c –Third Level Category
- 2) **Title** – Titled of your ticket
- 3) **Description** – description of your issue
- 4) **Urgency** – urgency of the problem
- 5) **Asset** – computer name
- 6) **Send screen capture**
- 7) **Attachments**

The screenshot shows a web browser window displaying a help desk portal. At the top, there is a banner with a question mark icon and the text "Self Service - View common problems and their solutions." Below this is the SysAid logo and version information (v6.0.04). The main content area is titled "Self Service" and contains a search box and a list of service items. A sidebar on the left contains news items. The main content area displays a service item titled "How to Change Your Password" with a detailed answer and two screenshots of Windows XP dialog boxes: "Windows Security" and "Change Password".

- 1) **Expand All**
- 2) **Collapse All**
- 3) **Search box**
- 4) **Self Service window**
- 5) **Service Item window**



SysAid Help Desk Software - Windows Internet Explorer

http://hpsrv01.0000/EndUserSRs.jsp

SysAid v6.0.04 Account: spartanburgit User: cladmin

View your old service requests.

Search 1

Status: Active 2

3 << 1 of 1 >>

Your Service Requests - Records 1 - 1 of 1

#	Modify time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
38	8/11/09 10:03 AM	County Website	New Page	26+	59+	New	cladmin	Low	Normal	

4

5

News

07/31/2009 11:40
Hospitality Tax Application Outage
The Hospitality Tax Application will be offline for updates on August 1st.

07/16/2009 08:54
Server updates
We will be doing server updates July 16, 2009.

start SysAid User Sysaid Book1 ApplicationListing sys - Notepad SysAid Help Desk ... S - Paint Local intranet 100% 10:09 AM

- 1) Search box
- 2) Status box
- 3) Show All button
- 4) Your Service Request
- 5) Print out service requests

Your Service Requests - Records 1 - 1 of 1

#	Modify time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
38	8/11/09 10:03 AM	County Website	New Page	26+	59+	New	cladmin	Low	Normal	

SysAid Help Desk Software - Windows Internet Explorer

http://hpsrv01:8080/EndUserSRView.jsp?id=38

SysAid v6.0.04 Account spartanburgit User: cladmin

Help Desk - Service Request # 38

Title:	26+
Description:	59+
Category:	County Website New Page
Solution:	
Modify time:	8/11/09 10:03 AM
Status:	New
Urgency:	Low
Priority:	Normal
Assigned to:	cladmin
Notes:	
Attachments:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
<input type="checkbox"/> Close a service request	

1) Add a Note
2) Attachment
3) Close a Service Request
4) Summit button

start SysAid User Sysaid BookIt ApplicationListing sys - Notepad SysAid Help Desk... Npsrv01 - Remote... 10:05 AM

- 1) Add a Note
- 2) Attachment
- 3) Close a Service Request
- 4) Summit button