

1.7 Getting Started with Laidlaw Online Helpdesk

INTRODUCTION

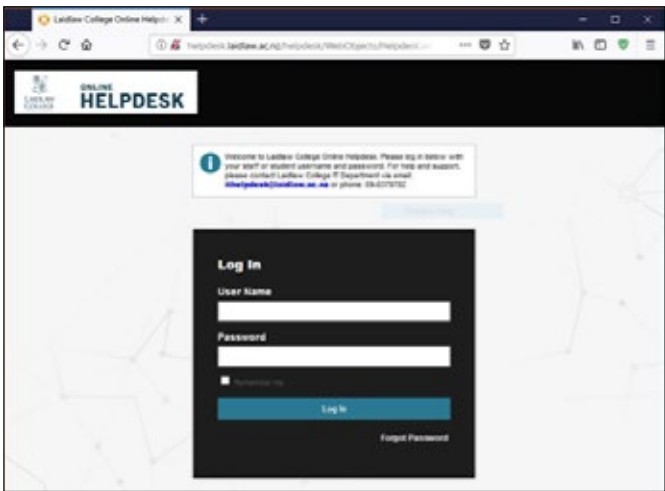
The Laidlaw College online helpdesk system provides students and staff a single point of contact for help on a range of college computer network issues.

It can be used for the following services:

1. Student account and access related issues (e.g. password reset).
2. Issues with Moodle and E-Learning (e.g. course, assignment details and others).
3. Photocopying and printing.
4. Internet and wireless access (Campus & Residential internet access).

LOGGING IN FOR THE FIRST TIME

<http://helpdesk.laidlaw.ac.nz>



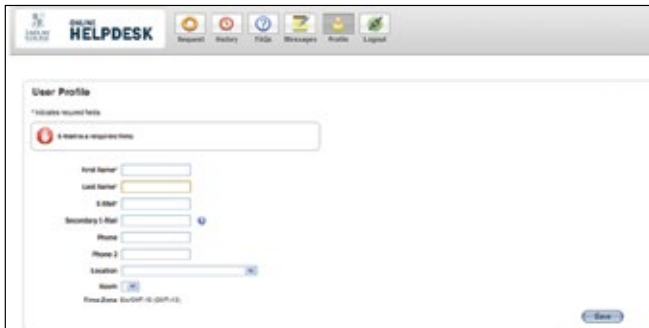
You will need to type the address <http://helpdesk.laidlaw.ac.nz> in your web browser. To log in to the helpdesk system, enter your username and password in the “Login” area.

Your Username will be your student ID number.

Your initial password will be found in the email you received from the college at the commencement of the semester.

PROFILE

Once you are logged in to the Helpdesk system for the first time, you will need to complete your profile by providing your email address and mobile/land numbers.

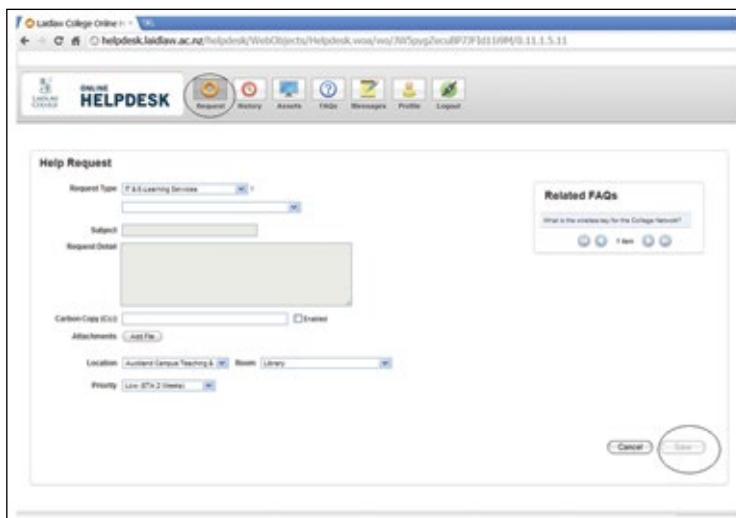


The screenshot shows the 'User Profile' page. At the top, there is a navigation bar with icons for Request, History, Tickets, Messages, Profile, and Logout. The main content area is titled 'User Profile' and includes a red warning icon with the text '1 missing mandatory field'. Below this, there are several input fields: 'Email Address' (with a dropdown arrow), 'First Name', 'Last Name', 'Student ID', 'Secondary E-Mail', 'Phone', 'Phone 2', 'Location', and 'Work'. A 'Time Zone' dropdown is set to 'Su-GPT-16 (GMT+12)'. A 'Save' button is located at the bottom right.

We suggest you use your @student.laidlaw.ac.nz email address. However, you can also choose to put in your personal email address (like Gmail, Hotmail etc.). Click the save button, you only need to complete this for the first time when you sign in.

MAIN PAGE FOR LOGGING THE TICKET

Once profile is set up, you can log a ticket by clicking the 'request' icon in the top menu bar. You need to provide all the additional details for your request, like Request details, Priority, Location, and save it when done.



The screenshot shows the 'Help Request' page. The browser address bar shows 'helpdesk.laidlaw.ac.nz'. The navigation bar is identical to the profile page. The main content area is titled 'Help Request' and includes a 'Request Type' dropdown set to 'IT & Learning Services', a 'Subject' field, a 'Request Detail' text area, a 'Carbon Copy (CC)' field, an 'Attachments' button, a 'Location' dropdown set to 'Academic Services, Teaching & Learning', a 'Room' dropdown set to 'Library', and a 'Priority' dropdown set to 'Low (87% 2 items)'. A 'Related FAQs' box is visible on the right. 'Cancel' and 'Save' buttons are at the bottom right.

Here is an example of logging a ticket – Ticket logged for password reset:

The screenshot shows a 'Help Request' form with the following fields and values:

- Request Type:** IT & E-Learning Services (dropdown)
- Account/Profile/Access/Password:** Account/Profile/Access/Password (dropdown)
- Students (Information Commons):** Students (Information Commons) (dropdown)
- Subject:** Can't access my account (text input)
- Request Detail:** Student ID no: 110100, Contact: 09 123456 / 021 123456, I am not able to access my account. I might have forgot the password can you please reset the password (text area)
- Carbon Copy (Cc):** (text input) Enabled
- Attachments:** Add File (button)
- Location:** Auckland Campus Teaching 6 (dropdown)
- Room:** Library (dropdown)
- Priority:** Low (ETA 2 Weeks) (dropdown)

Don't forget to save after providing the details.

LOGOUT

Once you save it, you will see a Thank You note and also the ticket number. Please note this number for your reference in future. You can log out successfully by using logout icon once the request is made.



If you need assistance in using Online Helpdesk System or Moodle then please contact IT Services on 09 836 7816 or ithelpdesk@laidlaw.ac.nz