



Help Desk Application

Contact Information

Toll-Free Customer Service Number:	1.866.901.7433
MAC Help Site:	http://www.rcu.msstate.edu/Portal/HelpDesk.aspx
Fax:	662.325.3296
E-mail:	mcpas2@rcu.msstate.edu
Call Center Hours (during testing):	7:30 a.m. – 5:30 p.m. Monday thru Friday Note: If later hours are needed, contact the MAC to schedule at least 24 hours in advance.

Getting Started

The purpose of the RCU Help Desk is to provide Career and Technical Directors, Test Coordinators, classroom instructors, and staff the opportunity to ask questions about the online testing procedures and review best practices for successful testing environments.

1. To use the Help Desk, launch a Web browser, and navigate to <http://www.rcu.msstate.edu/Portal/HelpDesk.aspx>.

This site is designed to be a one-stop shop to find answers about the online testing process. Users can find system requirement documentation, test preparation materials, and resources.

2. To submit help desk tickets, a user must have an account. To create an account, click the **LOG IN hyperlink**.

HELP DESK

The RCU Help Desk is a single point of contact for career-technical directors, test coordinators, classroom instructors and staff who need information and assistance.

In order to use the Help Desk, you must first register. This is required so that we can be sure to respond to a ticket in a timely manner and to the correct person. If you do not have an account, registration is free and only takes a few minutes.

[Log in](#)
[Register](#)

3. Each field is required to create an account. Fill in the required fields, and click the **REGISTER button**.

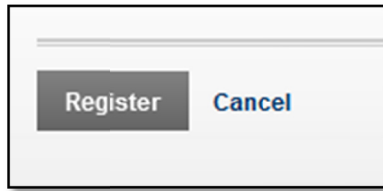
Your Profile

District: [T] Test District - 9999

School: (9999) - [T] Test School - 000

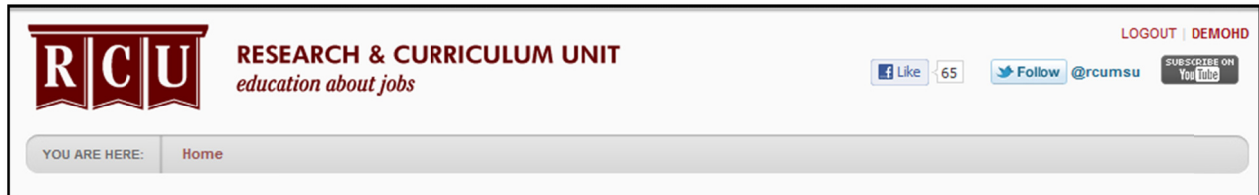


Research and Curriculum Unit

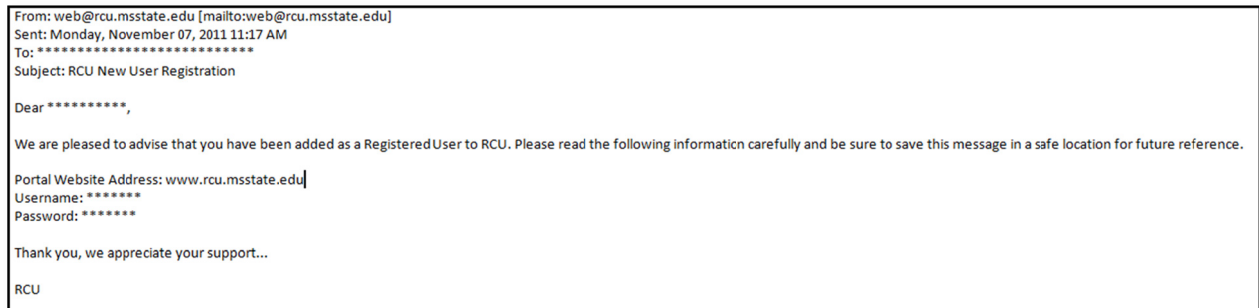


4. After you have selected your district and school, fill in the remainder of the required fields, and click the **REGISTER** button.

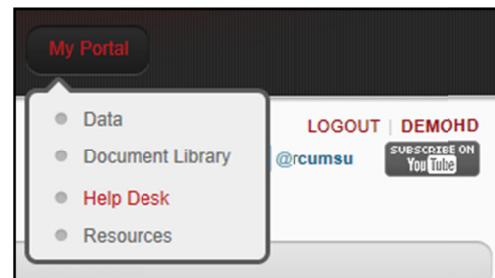
5. Once you are registered, a user will be directed to the home page, and you will notice your display name and logout hyperlink at the top of the screen.



6. The Help Desk system will send an e-mail to the address provided. It will contain your Help Desk login credentials and the RCU website address.



7. If you are logged into the RCU website, click **MY PORTAL > HELP DESK** located at the top of the RCU homepage.





Submitting a New Ticket

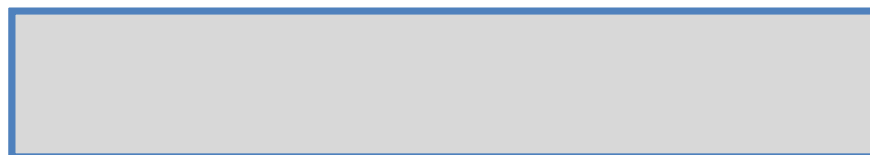
After a user has logged in, he or she can create a new ticket, view previously submitted tickets, and search the knowledge base.

1. To submit a new ticket, click the **CREATE NEW** hyperlink.



2. This will take you to the new ticket window. Enter the following information listed on the next few steps.
3. **Summary** –The user should type a summary of the issue encountered for this ticket.
4. **Team** – Select a team from the drop down box. The team is designed to assign the appropriate RCU team the help desk ticket.
5. **Category** – Select a category from the drop down box. The category area is designed to give the appropriate RCU staff member the context of a user problem.
6. **Status** – The status is automatically set to new for new tickets.
7. **Priority** – The priority is automatically set to 01 – Normal. If the user is experiencing a problem during testing, set the priority to 03 – Emergency.
8. Type the **emergency phone number**, **district code** and **school code** in the appropriate text boxes.

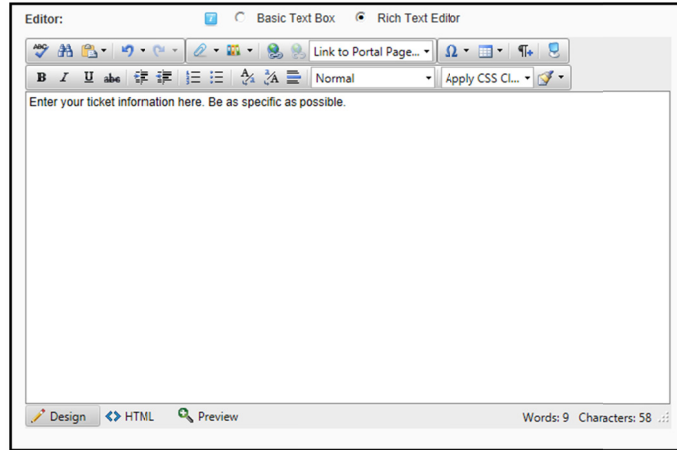
The screenshot shows a form for creating a new ticket. The fields are: Summary (HD Tutorial Doc Ticket), Team (Assessment - General), Category (Assessment - General), Date Created (Monday, November 07, 2011 11:37:07 AM), Status (01 - New), Priority (01 - Normal), Date Due (11/7/2011), Emergency Phone Number (662-333-3333), District Code (9999), and School Code (99).



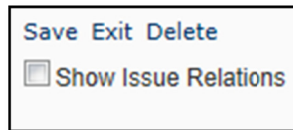
Research and Curriculum Unit



- 9. **Editor** – A user should include specifics of the problem in the description. For example, if a user is having trouble installing **Questionmark Secure**, he or she should include the lab configuration, operating system, browser, and so forth.




- 10. When a user is ready to submit the ticket, click the **SAVE** hyperlink.



What is next?

After submitting a new ticket, the user will get an e-mail notifying that a ticket has been created.



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Help Desk

The following request has been updated: [Click Here to view online](#)

HD Tutorial Doc Ticket

Assigned:..... Help Specialist
Priority:.....01 - Normal
Requester:.....Demo HD
Status:.....01 - New
Team:.....Assessment - General
Total Hours:.....0
Last Updated By:.....DemoHD

COMMENTS:

Demo HD
Hours: 0 Commented On 11/7/2011 11:47:50 AM
Enter your ticket information here. Be as specific as possible.





1. An RCU staff member will be notified a new ticket was created.
2. The RCU staff will respond to the new ticket in a timely manner. The RCU's responsibility is to provide the user a solution. If the issue cannot be resolved immediately, the RCU staff will escalate the problem to the appropriate department that will follow up the ticket with a Web conference or phone call.
3. When an RCU staff member responds to the ticket, the user will be notified via e-mail.
4. If the solution does not solve the problem, the user should log in to the help desk and click on the problem.

Drag a column header and drop it here to group by that column							
<input type="checkbox"/>	Issue Id	Click To Open	Creator	Assigned	Status	Priority	Created
<input type="checkbox"/>	91	HD Tutorial Doc Ticket	Demo HD	Sean Owen	01 - New	01 - Normal	11/7/2011 11:47:50 AM

5. The user and the RCU staff can work through the problem until a resolution is reached. Refer to the status column in the problem grid to see if tickets have been closed.

Drag a column header and drop it here to group by that column							
<input type="checkbox"/>	Issue Id	Click To Open	Creator	Assigned	Status	Priority	Created
<input type="checkbox"/>	91	HD Tutorial Doc Ticket	Demo HD	Sean Owen	04 - Closed	01 - Normal	11/7/2011 11:47:50 AM

