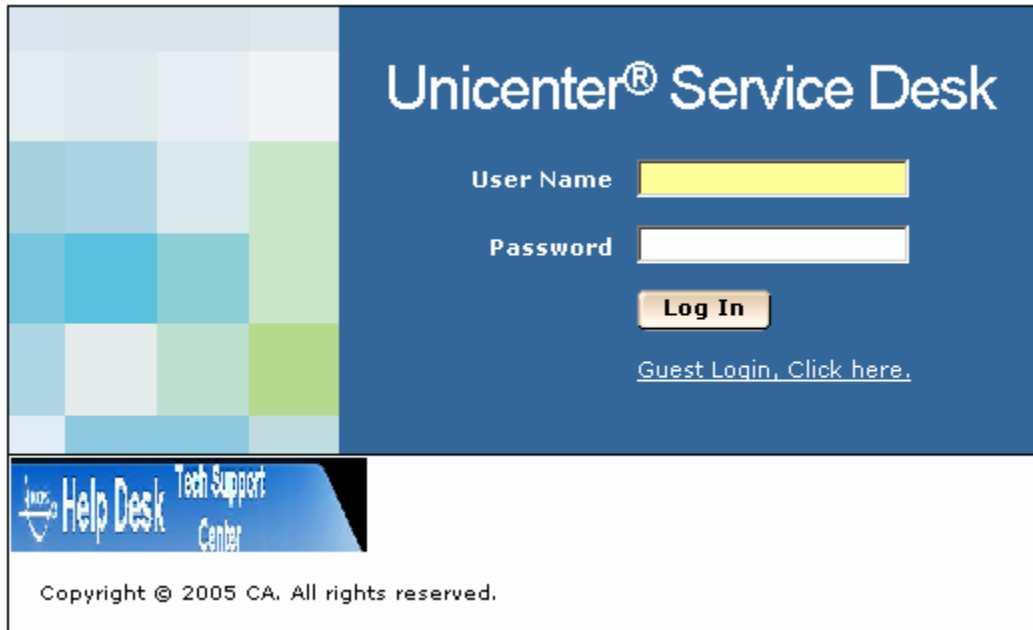


**Unicenter Service Desk v11 (USD)**  
Training Materials for Employees




Unicenter® Service Desk

User Name

Password

**Log In**

[Guest Login, Click here.](#)

 Help Desk Tech Support Center

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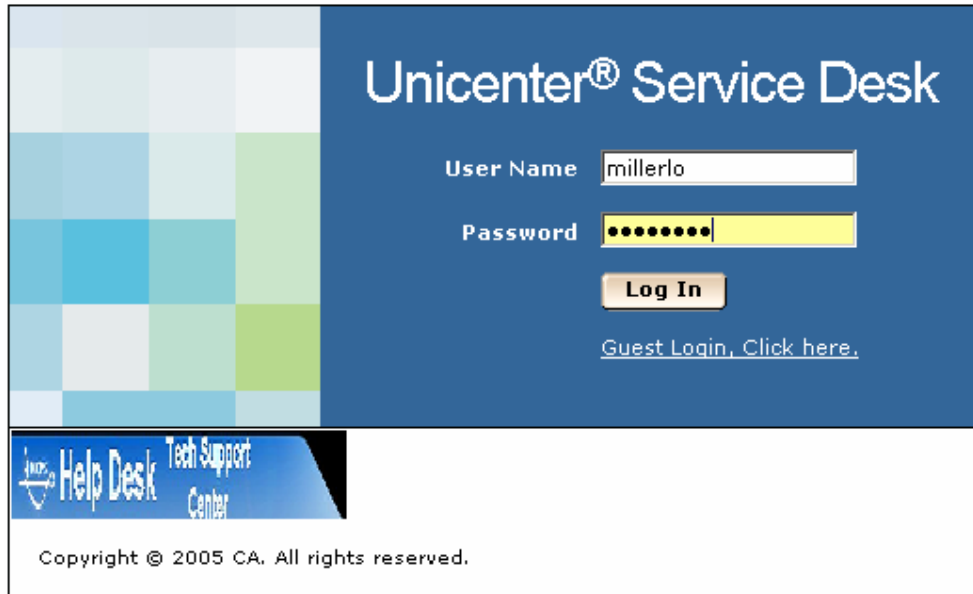
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## **Introduction**

Welcome to the MCPS Unicenter Service Desk (USD). USD is an online application that can be used by all MCPS employees to request technology assistance. Employees will use USD to open and view technology requests in order to track technology requests. Employees will receive updates on requests via Outlook.

## Logging In to USD as an Employee



The image shows the login screen for the Unicenter Service Desk. The background is a blue gradient with a grid of lighter blue and green squares on the left. The text 'Unicenter® Service Desk' is displayed in white at the top right. Below this, there are two input fields: 'User Name' with the text 'millerlo' and 'Password' with a masked password of ten dots. A 'Log In' button is positioned below the password field. Underneath the button is a link that says 'Guest Login, Click here.'. At the bottom left, there is a logo for 'Help Desk Tech Support Center' and a copyright notice: 'Copyright © 2005 CA. All rights reserved.'

*Employee Interface Login Screen*

1. Type your Outlook username.
2. Type in your Outlook password.



**NOTE:** USD can only be accessed at MCPS departments and schools. Users will **NOT** have access to USD at home.

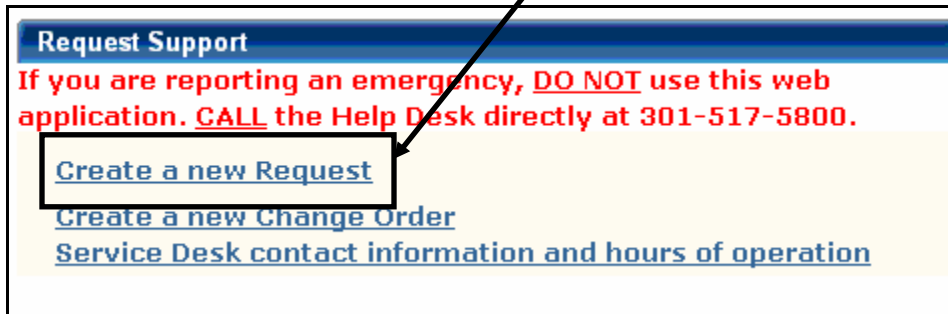
3. Click the **Log In** button. The Unicenter Service Desk home page will display.



The image shows the home page of the Unicenter Service Desk after a successful login. The header includes the 'MCPS Help Desk Tech Support Center' logo and navigation links for 'Home', 'About', and 'Help'. The user is logged in as 'Lori Miller' with a '(Logout)' link. The main content area is divided into several sections: 'Search for a Solution' with a search bar and 'Go' button; 'Request Support' with a warning about emergency calls and links for 'Create a new Request', 'Create a new Change Order', and 'Service Desk contact information and hours of operation'; 'Reset my Password using eTrust' with a link to 'Use eTrust Admin to reset my password'; 'Top Solutions' with a link to '(Browse more solutions)'; and 'Look up my existing Requests' with a list of links for various request types like 'My Incidents', 'My Problems', 'My Requests', 'My Change Orders', 'My Issues', and 'Today's Inc Callbacks'.

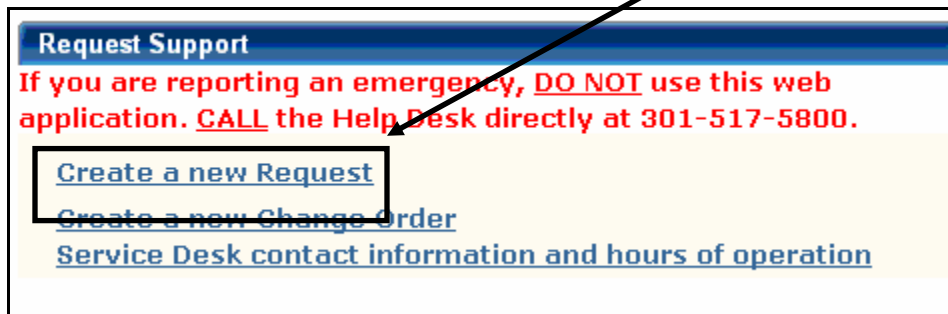
*Employee Interface Home Page*

4. Under the Request Support area, click on the **Create a new Request link**. The Unicenter Service Desk home page will display.



### ***Creating a New Request (Ticket)***

1. To create a ticket, under the Request Support area, click on the **Create a new Request link**.



2. The Request Detail window will open and the Request will have a Request number assigned to it.

The screenshot shows a "Request Detail" window with a title bar containing the number "767" and the text "Request Detail". On the right side of the title bar are four buttons: "Save", "Cancel", "Reset", and "Attach Document". The main content area contains the following fields:

<b>Reported by</b> Lori, Miller	
<b>Phone Number</b> <input type="text" value="240-123-1234"/>	<b>Email Address</b> <input type="text" value="Lori_Miller@mcpsmd.org"/>
<b>Priority (required)</b> <input type="text" value="4-Normal"/>	<b>Request Area (required)</b> <input type="text" value="Elementary_HardwareRepair.com"/>

*Request Detail Window*

The following table describes the fields in the Request Detail window:

Field Name	Description
Reported by	Automatically populates with the ticket creator's name.
Phone Number	Automatically populates with the ticket creator's work phone number. To change the phone number, click in the field and type the correct information.
Email Address	Automatically populates with the ticket creator's email address.
Priority	This field will default to 4-Normal. Employee will not be able to change the priority level. Only an analyst is able to change this field.
Request Area	This is a required field. Here you will identify the work location and type of problem you are reporting.. See steps below.
Request Description	Allows analyst to give additional information regarding request.

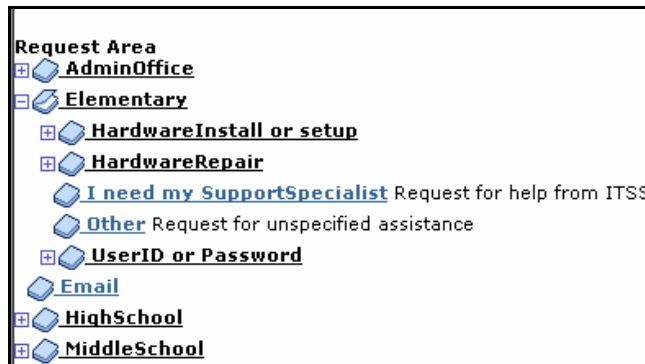
### To change the Request Area field:

1. Click on the **Request Area** button to choose the Area for the request.



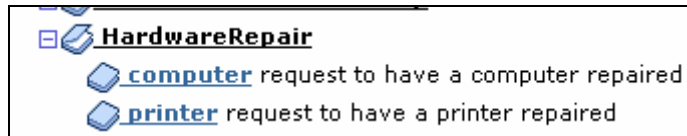
**NOTE:** Choosing the correct Request Area will ensure that your request is sent directly to the group that can most quickly resolve your problem.

2. Under Request Area, click on the **+** symbol to expand the menus.
3. Select the **areas** that matches your location and type of problem.



*Request Area Selection*

4. If your request is not related to a computer/printer problem, click **Other**.
5. If your request is related to a computer or printer, click on the **+** symbol to expand the Hardware Repair link and choose the hardware that corresponds to your request.



*Hardware Repair Request Area Selection*

6. Five required fields will display under the Request Description.
7. Fill in the **Request Description** field with specific details about the problem.
8. If requesting Hardware support, you must provide the following information in the appropriate fields:
  - Current location
  - Computer manufacturer
  - Computer model
  - MCPS barcode
  - Serial number

*Request Detail Window*



**NOTE: Include your classroom number in your request description.**

9. Click on the **Spelling** button to check your spelling.
10. Click the **Attach Document** button to upload and attach pictures or other information related to the problem.

626 Request Detail Save Cancel Reset Attach Document

**Reported by**  
Miller, Lori E

**Phone Number**

**Priority (required)**  
4-Normal

**Request Description (required)** Spelling

**Email Address**

**Request Area (required)**

**Request Description (required)**  
I am unable to view my DE Streaming video when attempting to display from my computer to my TV in my classroom. I can see the video playing on the computer, but when I choose full screen the TV screen turns black. I am located in classroom #214.  
Thanks for your help,  
Lori

*Request Detail Window*

11. Click on the **Save** button to save your request. This will also send your request to the appropriate analyst for resolution.

Logged in as: **Lori Miller** (Logout) Home About Help

Save Cancel Reset

Click the **Locate File** button to search for the file you wish to attach.

**Locate File**

OR

Specify a Web Page address and click the Save button.

**Web Page**

*Attachment Window*

## Viewing My Request

1. Under **Look up my existing Requests**, click on the **You have ( ) My Requests** link.

MCPS Help Desk Tech Support Center

Logged in as: **Lori Miller** (Logout) Home About Help

**Search for a Solution**  
Search for a solution using keywords:  
   
[My Bookmarks](#)  
[Submit Knowledge](#)

**Reset my Password using eTrust**  
[Use eTrust Admin to reset my password](#)

**Top Solutions**  
[\(Browse more solutions\)](#)  
[Felix-Knowledge Manager Test](#)  
[Sharing of MCPS account usernames and passwords](#)

**Request Support**  
If you are reporting an emergency, **DO NOT** use this web application. **CALL** the Help Desk directly at 301-517-5800.  
[Create a new Request](#)  
[Create a new Change Order](#)  
[Service Desk contact information and hours of operation](#)

**Look up my existing Requests**  
[You have ? My Incidents](#)  
[You have ? My Problems](#)  
[You have ? My Requests](#)  
[You have ? My Change Orders](#)  
[You have ? My Issues](#)  
[You have ? Today\'s Inc Callbacks](#)  
[You have ? Today\'s Prb Callbacks](#)

*Employee Interface Home Page*

2. The **My Requests** window will display.
3. Click on a **Request number** to view the details of each request.

Request #	Status	Open Date	Priority	Group	Contacts
<a href="#">626</a>	Open	04/04/2008 01:16 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: I am unable to view my DE Streaming video when att					
<a href="#">623</a>	Open	04/04/2008 12:12 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: testing					
<a href="#">603</a>	Open	04/01/2008 02:13 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: thsi is a test					
<a href="#">557</a>	Open	03/27/2008 10:05 am	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: Just checking to see if I can refresh to see this					
<a href="#">545</a>	Open	03/26/2008 01:58 pm	Prio: 4-Normal	TSS	Assignee: Miller, Lori E
Description: Customer cannot view DE Streaming videos when disp					
<a href="#">501</a>	Open	03/25/2008 04:07 pm	Prio: 4-Normal	Help Desk	Assignee: Miller, Lori E
Description: this is a test					
<a href="#">496</a>	Open	03/25/2008 03:28 pm	Prio: 4-Normal	ES-ITSS	Assignee: Miller, Lori E
Description: this is a test, test, test.					

*Viewing Request List for End-User*

4. The **Request Detail** will display.

626 Request Detail
Edit Request
Add Comment
Attach Document
Close Request

Open Date/Time	Status	Priority	Request Area
04/04/2008 01:16 pm	Open	4-Normal	Elementary.I need my SupportSpecialist

**Request Description**

I am unable to view my DE Streaming video when attempting to display from my computer to my TV in my classroom. I can see the video playing on the computer, but when I choose full screen the TV screen turns black. I am located in classroom #214.  
Thanks for your help,  
Lori

**Properties**

Name	Value	Example

**History**

Contact	Date	Type	Summary
System_AHD_generated	04/04/2008 01:44 pm	Event Occurred	AHD05441: Request 626 has an assignee assigned
Miller, Lori E	04/04/2008 01:16 pm	Initial	Contact: Miller, Lori E Phone: 301-123-4567 Email: Lori_E_Miller@mcpsmd.org

*Viewing Request Detail for End-User*

## Auto Notifications



**NOTE:** You will receive auto notifications via Outlook each time your request is created, updated, escalated, or closed. You should review the auto notification, since the analyst often includes comments when adding information regarding your request.

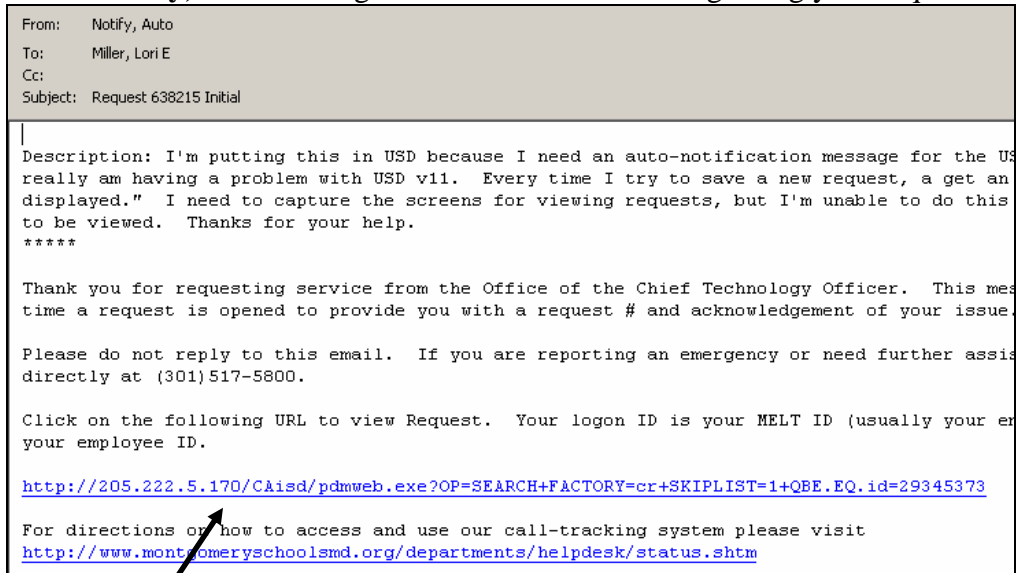
**Inbox**

From	Subject	Received	Size
Date: Today			
Notify, Auto	Request 638215 Initial	Tue 3/18/2008 11:31 AM	2 KB

*Auto Notify example message via Outlook*

1. Open your **Outlook Inbox** to view your Auto Notification messages.

2. Click on the **Notify, Auto** message to view the comments regarding your request.



*Auto Notification Message via Outlook*

3. Click on the **link** provided in the email message to log in to USD to view your request information.