

Search for a Help Desk Request — Criteria

Overview

The Property Accountability module Help Desk Request process provides the ability to submit and view help requests and suggestions to DPAS Support staff for review. Once submitted, an automated notification is sent to the DPAS Support Level 1 Technicians. The submitted request (s) are traceable as they progress through the support process.

Navigation

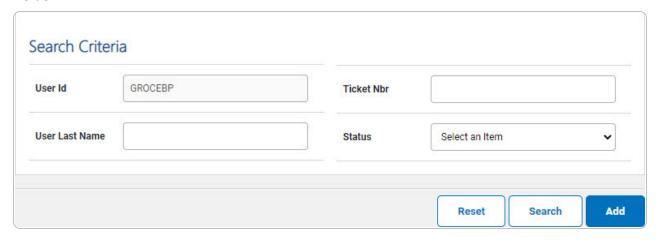
My DPAS > Help Desk Request > Help Desk Search page

Procedures

Search for a Help Desk Request

One or more of the Search Criteria fields can be entered to isolate the results. By default, all results are displayed. Selecting at any point of this procedure returns all fields to the default "All" setting.

1. In the Search Criteria box, narrow the results by entering one of the following optional fields.

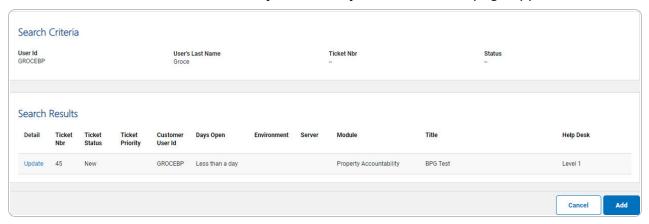




Helpful Tip

An Agency User can clear the USER ID and enter the Last Name of the user to search for another user's request.

2. Select search for a Help Desk Request — Results page appears.





Add a Help Desk Request

Navigation

My DPAS > Help Desk Request > Search Criteria > Help Desk Request Add page

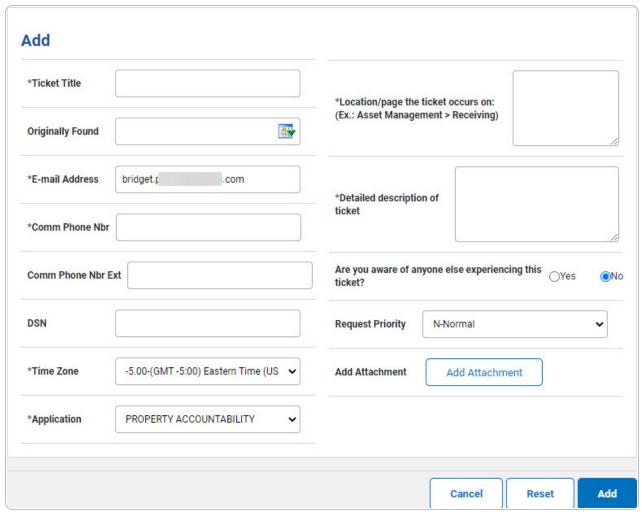
Procedures

Add a Help Desk Request

Selecting at any point of this procedure removes all revisions and closes the page, whereas selecting returns all fields to the default "All" setting.



1. Select . The **Help Desk Request** — **Add** page appears.



- **A.** Enter the Ticket Title in the field provided. *This is a 100 alphanumeric character field.*
- **B.** Enter the E-MAIL Address in the field provided. *This is a 80 alphanumeric character field.*
- **C.** Enter the COMM PHONE NBR in the field provided. This is a 25 numeric character field.
- **D.** Use to select the Time Zone.
- **E.** Use to select the Application.





- **F.** Enter the Location / Page the Ticket Occurs On in the field provided. *This is a 100 alphanumeric character field.*
- **G.** Enter the Detailed Description Of Ticket in the field provided. *This is a 250 alphanumeric character field.*
- H. Select to add new attachments. *The Attachment Add page appears*.
- 2. Select . The **Help Desk Request Transaction Status** page appears.





Update a Help Desk Request

Navigation

My DPAS > Help Desk Request > Search Criteria > Search > Update hyperlink > Help Desk Request Update page

Procedures

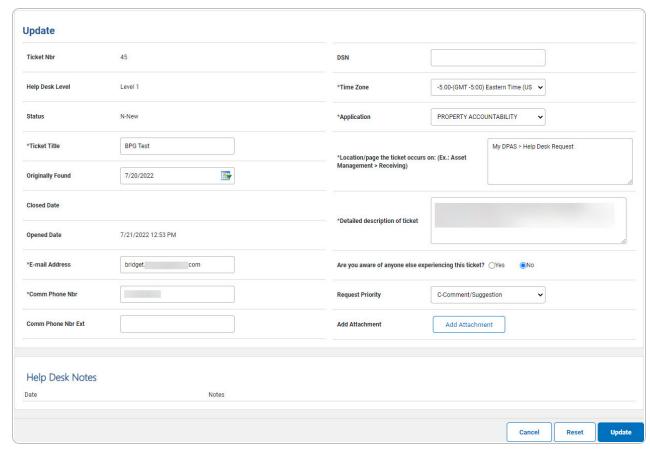
Update a Help Desk Request

Selecting at any point of this procedure removes all revisions and closes the page, whereas selecting returns all fields to the default "All" setting.





1. Select the Update hyperlink. The **Help Desk Request** — **Update** page appears.



- **A.** Update the Ticket Title, entering the revised description in the field provided. *This is a 100 alphanumeric character field.*
- **B.** Update the E-Mail Address, entering the revised address in the field provided. *This is a 80 alphanumeric character field.*
- **C.** Update the COMM PHONE NBR, entering the revised phone number in the field provided. *This is a 25 numeric character field.*
- **D.** Update the Time Zone, using to select the desired time.
- **E.** Update the Application, using to select the desired module.
- **F.** Update the Location/Page the Ticket Occurs On, entering the revised path in the field provided. *This is a 100 alphanumeric character field.*
- **G.** Update the Detailed Description Of Ticket, entering the revised explanation in the field provided. *This is a 250 alphanumeric character field*.





- H. Select Add Attachment to add any new attachments. The **Add an Attachment** page appears.
- 2. Select . The **View the Help Desk Request Transaction Status** page appears.