



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.

Search Criteria

<p>User Id <input type="text" value="GROCEBP"/></p>	<p>Ticket Nbr <input type="text"/></p>
<p>User Last Name <input type="text"/></p>	<p>Status <input style="border: 1px solid #ccc;" type="text" value="Select an Item"/></p>



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.

- Select . The **Search for a Help Desk Request – Results** page appears.

Search Criteria

User Id	User's Last Name	Ticket Nbr	Status
GROCEBP	Groce	--	--

Search Results

Detail	Ticket Nbr	Ticket Status	Ticket Priority	Customer User Id	Days Open	Environment	Server	Module	Title	Help Desk
Update	45	New		GROCEBP	Less than a day			Property Accountability	BPG Test	Level 1





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.



Add

<p>*Ticket Title <input type="text"/></p> <p>Originally Found <input type="text"/> </p> <p>*E-mail Address <input type="text" value="bridget.p[redacted].com"/></p> <p>*Comm Phone Nbr <input type="text"/></p> <p>Comm Phone Nbr Ext <input type="text"/></p> <p>DSN <input type="text"/></p> <p>*Time Zone <input type="text" value="-5.00-(GMT -5:00) Eastern Time (US)"/> ▼</p> <p>*Application <input type="text" value="PROPERTY ACCOUNTABILITY"/> ▼</p>	<p>*Location/page the ticket occurs on: (Ex.: Asset Management > Receiving) <input type="text"/></p> <p>*Detailed description of ticket <input type="text"/></p> <p>Are you aware of anyone else experiencing this ticket? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Request Priority <input type="text" value="N-Normal"/> ▼</p> <p>Add Attachment <input type="button" value="Add Attachment"/></p>
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- 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.



Help Reference Guide

- 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 > > 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.

Update

Ticket Nbr: 45	DSN: <input type="text"/>
Help Desk Level: Level 1	*Time Zone: -5.00-(GMT -5:00) Eastern Time (US) ▼
Status: N-New	*Application: PROPERTY ACCOUNTABILITY ▼
*Ticket Title: <input type="text" value="BPG Test"/>	*Location/page the ticket occurs on: (Ex.: Asset Management > Receiving) <div style="border: 1px solid #ccc; padding: 2px; width: 150px;">My DPAS > Help Desk Request</div>
Originally Found: <input type="text" value="7/20/2022"/>	*Detailed description of ticket: <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>
Closed Date: <input type="text"/>	Are you aware of anyone else experiencing this ticket? <input type="radio"/> Yes <input checked="" type="radio"/> No
Opened Date: 7/21/2022 12:53 PM	Request Priority: C-Comment/Suggestion ▼
*E-mail Address: <input type="text" value="bridget. com"/>	Add Attachment: <input type="button" value="Add Attachment"/>
*Comm Phone Nbr: <input type="text"/>	
Comm Phone Nbr Ext: <input type="text"/>	



Help Desk Notes

Date	Notes
<input type="text"/>	<input type="text"/>

- 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.*



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

