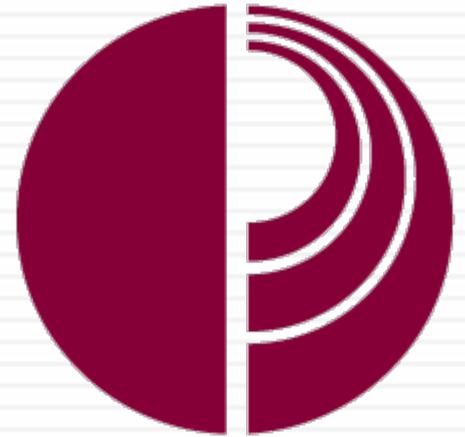


CSUDH **IT**
empowers



INFORMATION TECHNOLOGY
USER SERVICES

Helpweb Training



INTRODUCTION

Why is Helpweb changing?

What are the benefits?

What is going to change?

WHY IS HELPWEB CHANGING?

- The Division of Information Technology is implementing a new ticketing system (ServiceNow).
- The new system is more robust than the current system (HEAT).
- The new system will be used for incident (support request), asset, project and change management.

WHAT ARE THE BENEFITS?

- Support requests will be auto-assigned, which means your request will get to a technician sooner than the current manual assignment process.
- The consolidation of the following online forms into one location: Network Account Request, Request to Reserve a Computer Lab, Request Lab Software Installation, Static IP Request and DNS Entry Request.
- The ability to communicate directly with the technician assigned to your ticket by replying to the notifications and updates emailed to you by the system.

WHAT IS GOING TO CHANGE?

- Helpweb at helpweb.csudh.edu will look different.
- Log-in is required before submitting a request for support.
- There will be more support options to choose from which will direct your request to the correct technician sooner.



ACCESSING THE NEW HELPWEB

Go to helpweb.csudh.edu

Log in with your CSUDH username and password

ACCESSING THE NEW HELPWEB

IT User Services

In order to request technology support online, you will need to login with your CSUDH username and password.

You can also give us a call at (310) 243-2500.

[Forgot Username or Password?](#)

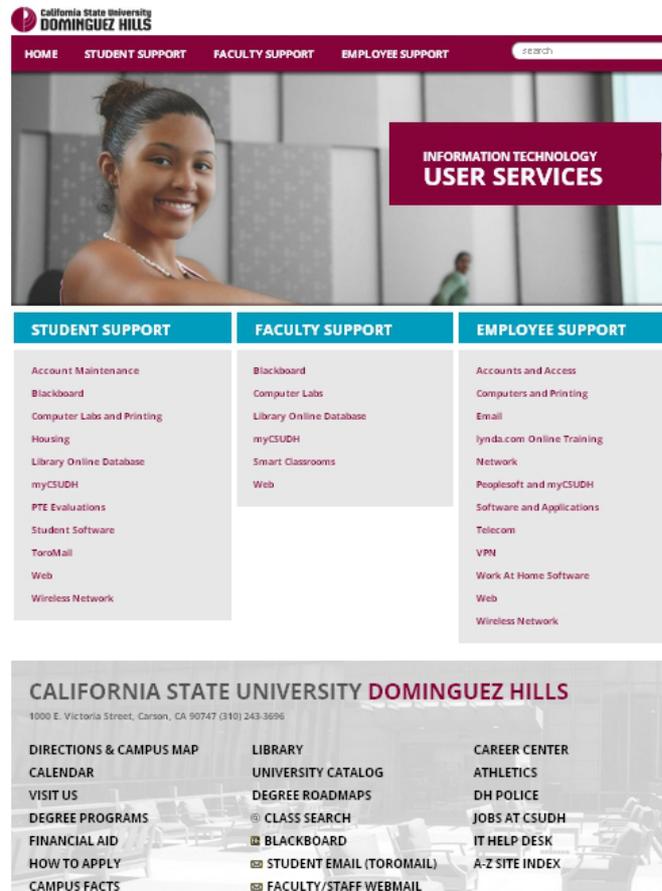
While the address will remain the same (<https://helpweb.csudh.edu>), the big change is that you now have to log in before you can request technology support/services online. This addresses possible account/ password issues first and ensures that we have a validated username on each request. This also allows for better tracking of user ticket history.



INTERFACE

The biggest change to Helpweb is the look and feel and how support requests are logged online.

NEW HELPWEB INTERFACE



The new Helpweb interface. This is what you will see after you successfully login. From the Helpweb homepage, requesting support is no more than 3 clicks away!

The big change is that instead of one form with a pull-down menu with multiple options, users will be able to click their way to the correct option for support.

HELPWEB NAVIGATION

California State University
DOMINGUEZ HILLS

HOME STUDENT SUPPORT FACULTY SUPPORT EMPLOYEE SUPPORT search

INFORMATION TECHNOLOGY
USER SERVICES

STUDENT SUPPORT	FACULTY SUPPORT	EMPLOYEE SUPPORT
Account Maintenance	Blackboard	Accounts and Access
Blackboard	Computer Labs	Computers and Printing
Computer Labs and Printing	Library Online Database	Email
Housing	myCSUDH	lynda.com Online Training
Library Online Database	Smart Classrooms	Network
myCSUDH	Web	Peoplesoft and myCSUDH
PTE Evaluations		Software and Applications
Student Software		Telecom
ToroMail		VPN
Web		Work At Home Software
Wireless Network		Web
		Wireless Network

The links in both green blocks are duplicates of each other. The menu bar at the top is visible at all times, while the large blocks at the bottom disappear after navigating away from the homepage.

HELPWEB NAVIGATION

California State University
DOMINGUEZ HILLS

HOME STUDENT SUPPORT FACULTY SUPPORT EMPLOYEE SUPPORT search

INFORMATION TECHNOLOGY
USER SERVICES

STUDENT SUPPORT	FACULTY SUPPORT	EMPLOYEE SUPPORT
Account Maintenance	Blackboard	Accounts and Access
Blackboard	Computer Labs	Computers and Printing
Computer Labs and Printing	Library Online Database	Email
Housing	myCSUDH	lynda.com Online Training
Library Online Database	Smart Classrooms	Network
myCSUDH	Web	Peoplesoft and myCSUDH
PTE Evaluations		Software and Applications
Student Software		Telecom
ToroMail		VPN
Web		Work At Home Software
Wireless Network		Web
		Wireless Network

SUPPORT OPTIONS

1. STUDENT SUPPORT
-options for students
-visible by all

2. FACULTY SUPPORT
-Faculty-specific options
-visible by employees only

3. EMPLOYEE SUPPORT
-options for employees
-visible by employees only

Helpweb organizes support options into logical groups based on affiliation to CSUDH.

Please note that if you have student assistants working in your department that will need to log support requests on behalf of employees, you will need to request a Departmental Network Account for them which will give them access to those options when logging into Helpweb under that account.

HELPWEB NAVIGATION



HOME

STUDENT SUPPORT

FACULTY SUPPORT

EMPLOYEE SUPPORT

search

1 to 3 of 3

Items

Juniper/Pulse VPN is not working

Application Issue - Juniper/Pulse VPN

[More Information](#)

VPN - I can't login

Login Issue - VPN

[More Information](#)

Click to view more information regarding the option

This option is for those who access the campus network via the website <https://sslvpn.csudh.edu> and can't login with their current CSUDH username and password.

VPN Question

VPN Question

[More Information](#)

1 to 3 of 3

This is what it looks like after you select an option from the main page. Notice the category names and descriptions. This is where user-input is very important as options selected here determine where the request is routed. Also notice the more information link. This is where additional information regarding that option will be listed if available.

SUBMITTING A REQUEST



HOME

STUDENT SUPPORT

FACULTY SUPPORT

EMPLOYEE SUPPORT

search

Login Issue - VPN

This option is for those who access the campus network via the website <https://sslvpn.csudh.edu> and can't login with their current CSUDH username and password.

⊕ Exists in categories

Contact Phone Number

▶ [More information](#)

Contact Email Address

▶ [More information](#)

Impact

3 - Low

Description

▶ [More information](#)

Submit

🕒 Response time(ms): 429, network: 164, server: 114, browser: 151

This is an example of a form reached after selecting a request option. The required field is indicated by the red vertical bar to the left of the field name. Hit the submit button to finishing logging your request.

CONFIRMATION PAGE



Welcome, Joli Brown

[HOME](#)

[STUDENT SUPPORT](#)

[FACULTY SUPPORT](#)

[EMPLOYEE SUPPORT](#)

search



Thank you for contacting IT User Services, your request has been successfully submitted.

An automated email confirmation will be sent with the details of your request. Please note, that you can reply at any time to that confirmation email and your ticket will be updated automatically with your reply.

This page confirms successful submission of your request. To log another request, simply select from the menu options in the top navigation bar.



NOTIFICATIONS

All notifications generated by the system will come from techsupport@csudh.edu

NOTIFICATIONS

- **New Ticket Confirmation** – Sent to the email address supplied in the support request when a ticket has been logged.
- **Comments Added** – Sent anytime comments are added to the ticket. Comments can be added by the technician and are also added when a reply to a notification is received from the user.

NOTIFICATIONS CONT'D

- **Ticket Resolved** – Sent when the ticket has been marked resolved by the technician. The user will have 48 hours to respond back if the ticket has not been resolved. Otherwise, the ticket will be auto-closed by the system.
- **Ticket Closed** – Sent when the ticket has been auto-closed by the system. If the user is still experiencing the same issue then a new ticket will have to be opened.
- **Survey** – Sent at random intervals on closed tickets. User will have the option to provide feedback regarding customer service and the resolution provided.

Questions?



Questions regarding ServiceNow can be directed to Joli Brown at jbrown@csudh.edu