Tutorial:

How to Navigate in SysAid

Purpose: SysAid is the college's new IT HelpDesk system. This tutorial demonstrates to employees have to log in, access, and submit the new HelpDesk application.

After clicking on the HelpDesk link, the SysAid login page will appear. This is where you will type in your username and password. **Note: Your username and password is what you log into your computer with.**

Welcome to SysAid!

Not a user yet? LOGIN AS GUEST

User Name

Type your user name ←

Password

Type your password ←

Log In ←

☑ Remember Me   Forgot your password?
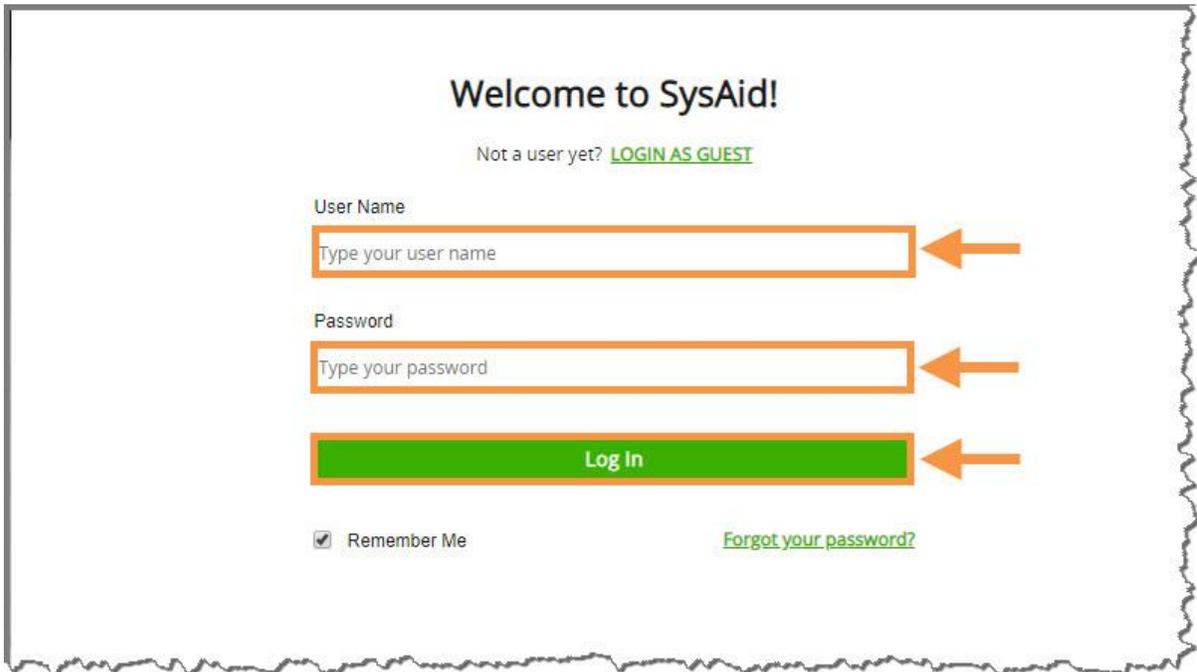
After you successfully logged in, the homepage of SysAid will open. You will hit the "close" button on the far right hand side of the screen.
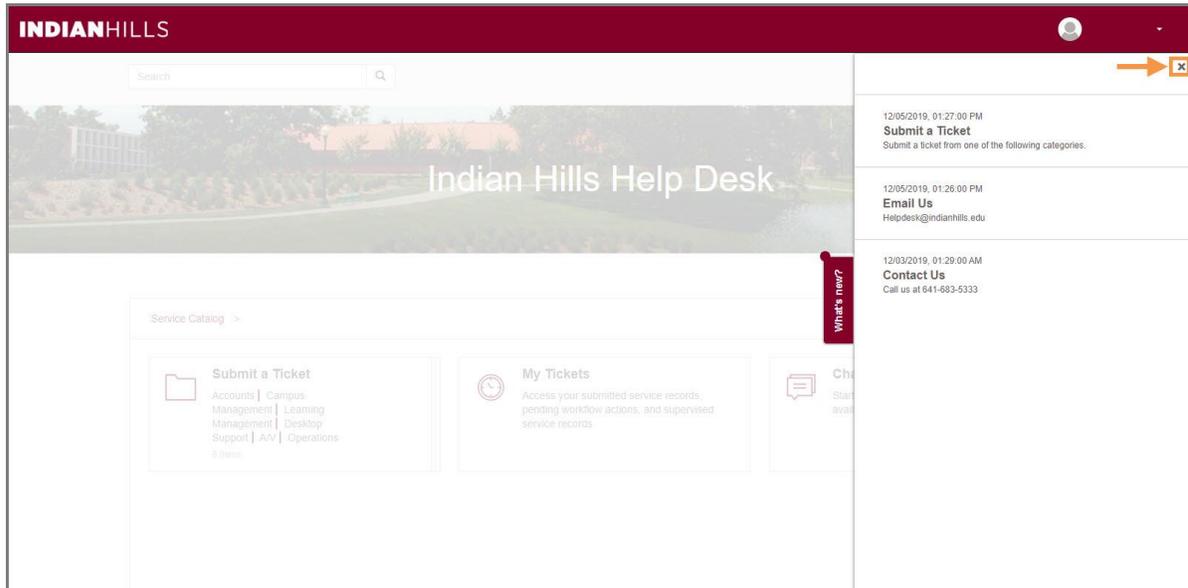
On the upper right hand corner, you will see your name with a drop down arrow. This is where you settings are, the help button, and where you will log out.
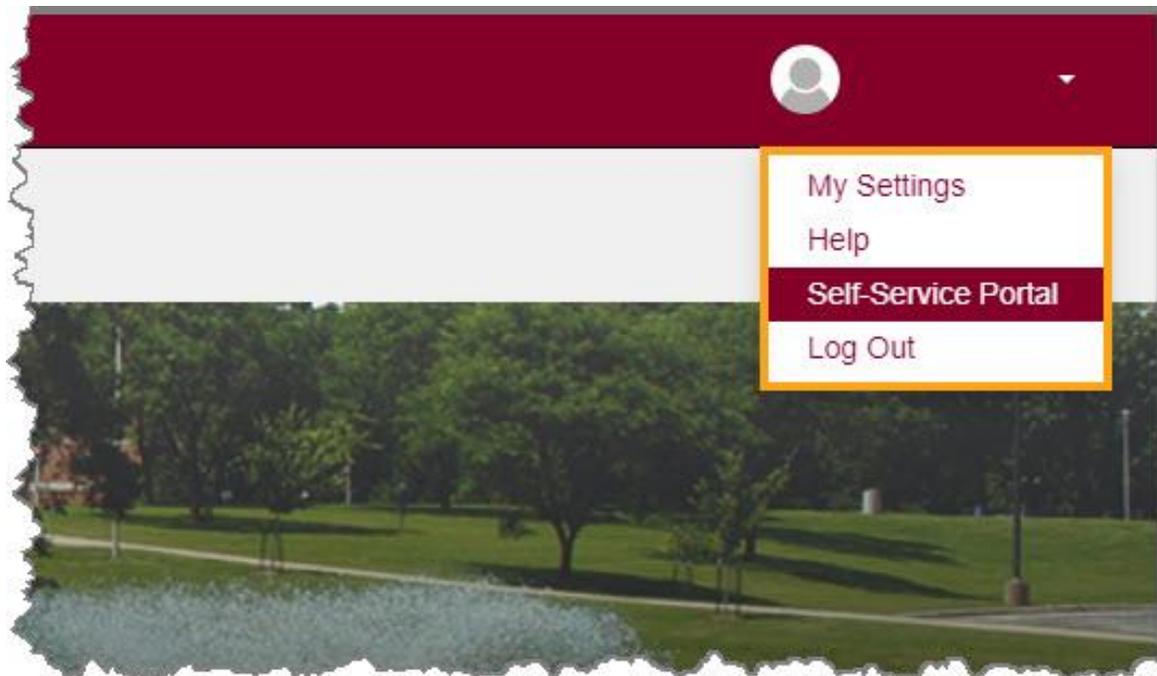
Click the drop-down arrow next to your name. Then, select "**My Settings**."
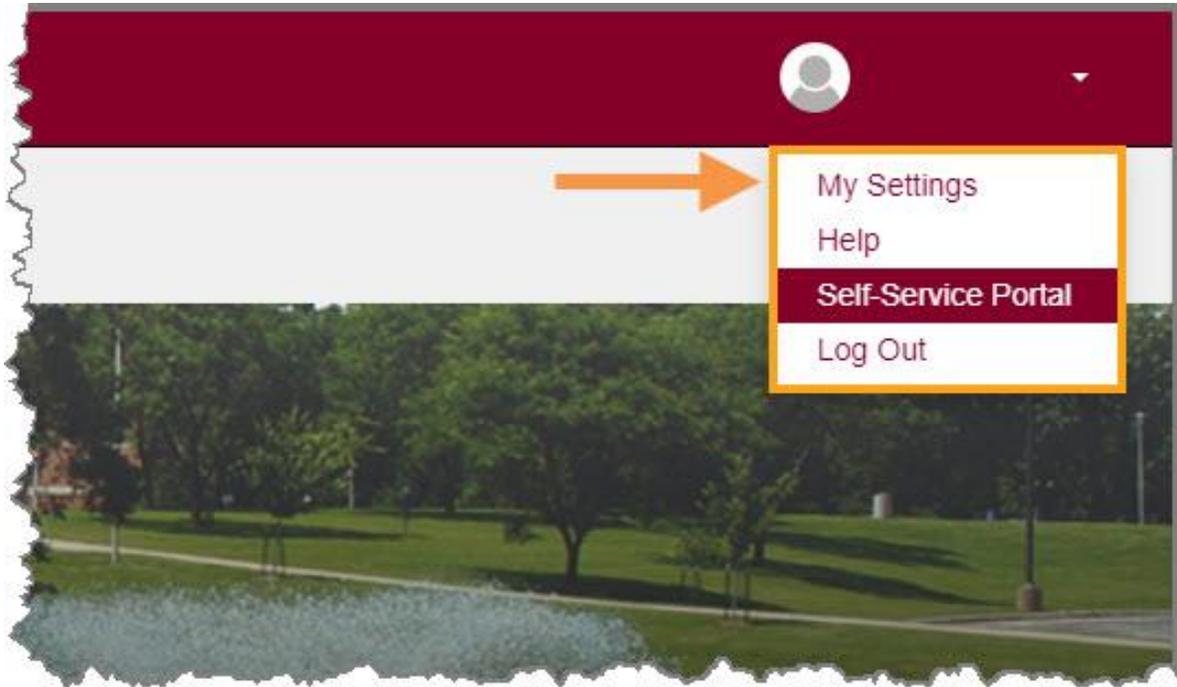
A page will appear with all your personal settings. This is where you are able to edit the settings to your liking, etc. When finished, click **Submit**.

When you are back on the homepage of SysAid, there will be three boxes that you see (Submit a Ticket, My Tickets, and Chat) we will go into more detail on all three now.
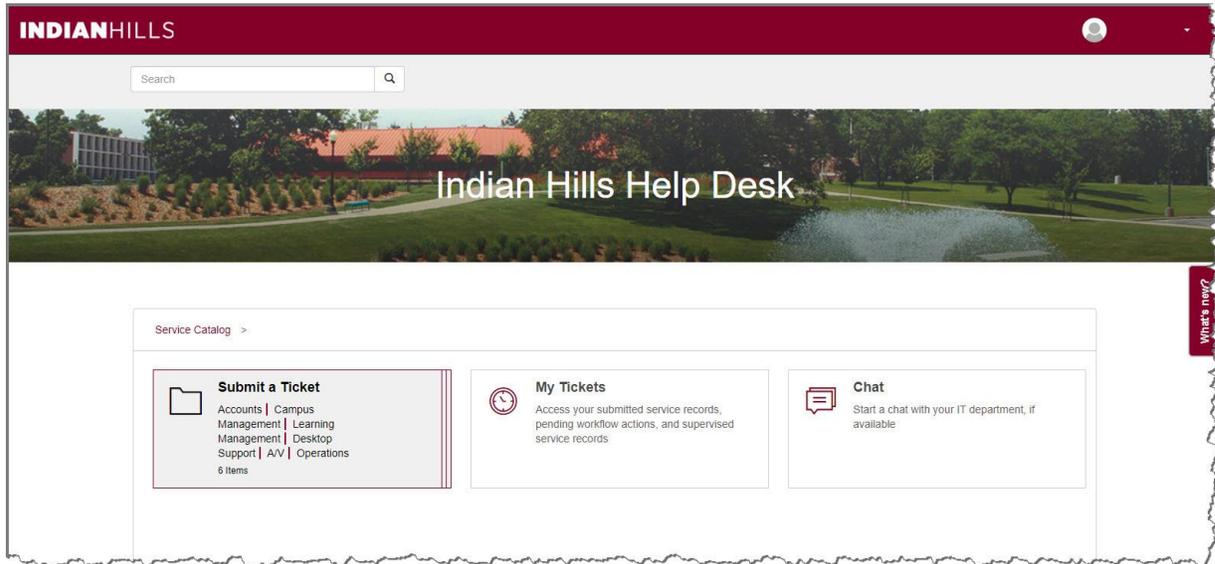
Submit a Ticket is just that, this is where you submit a specific ticket to the issue you are having. Click **Submit a Ticket.**
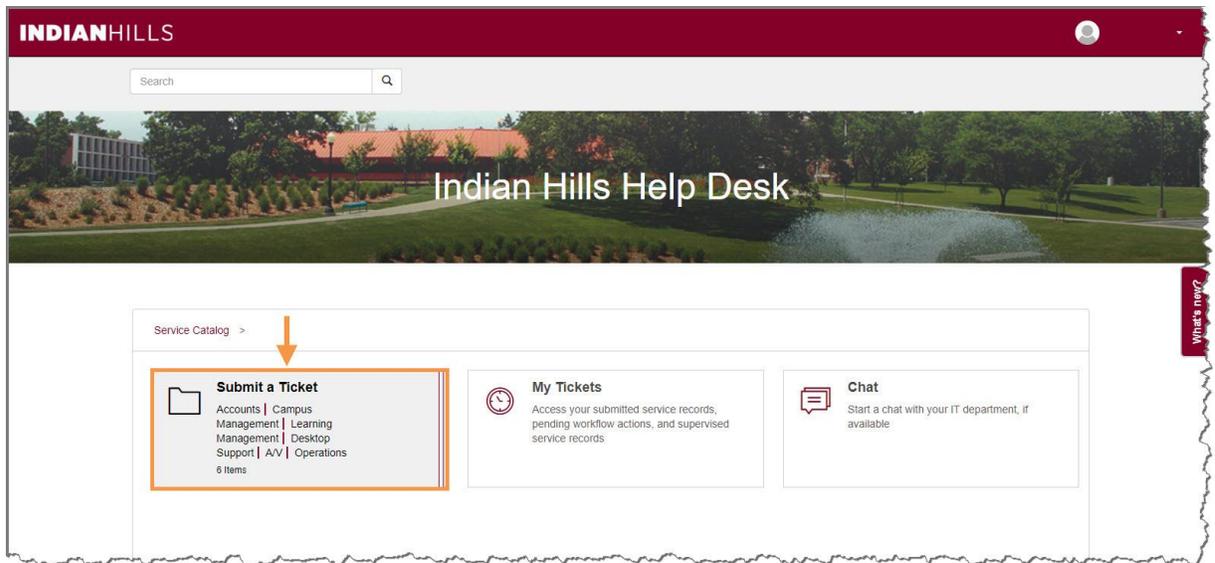
You are now on the homepage of "Submit a Ticket." Here is the list of different categories that the Information Technology Department can assist you with. For example, let's go into the "Operations" area. Click **Operations.**
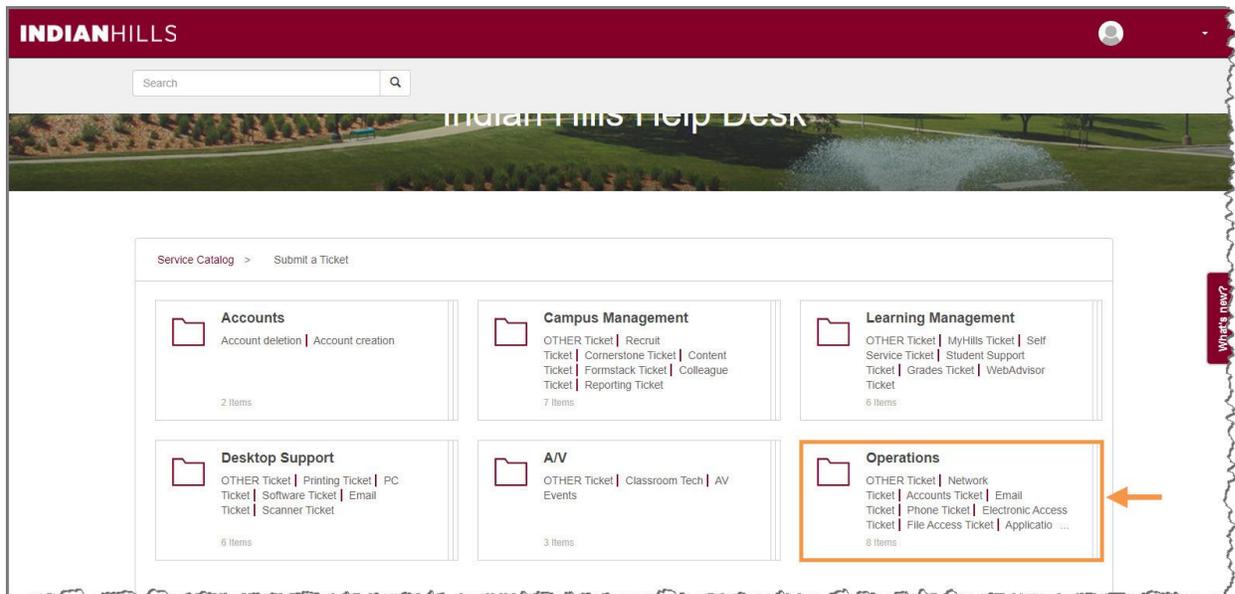
After clicking on "Operations", the homepage will appear. This page will be categorized in specific areas of the "operations" side of your computer. For this tutorial, we are having issues with our email, so we are going to click **Email Ticket**.
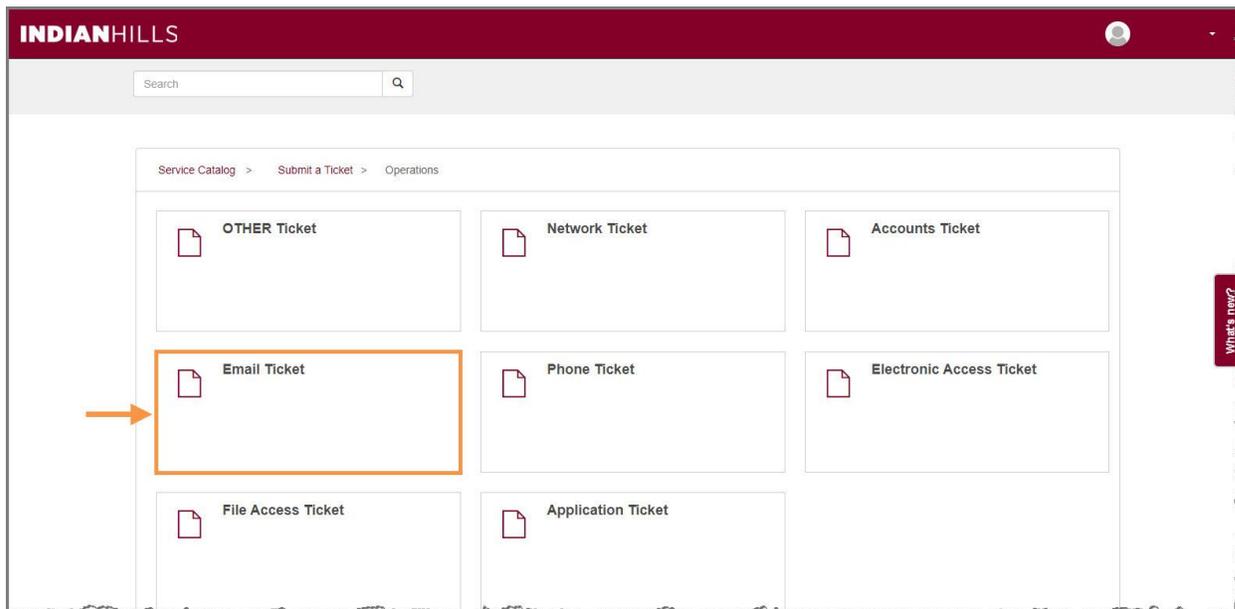
The "Submit Incident" page will appear. This is the area where you will describe the issue you are having. By default the title, urgency, and main asset are already filled in. **Note: You can change the urgency if you feel like it is more urgent than low.**

The description area is where you are to type the information that you want the IT Department to know about the issue you are having. The other piece of information IT needs is the location of where your office is located. When finished with the description area as well as location, click **Submit.**

Once you have submitted your form, the green button will appear at the top. It will say "Thanks for submitting your Incident. We're on it!" And that's how you submit a HelpDesk Ticket!
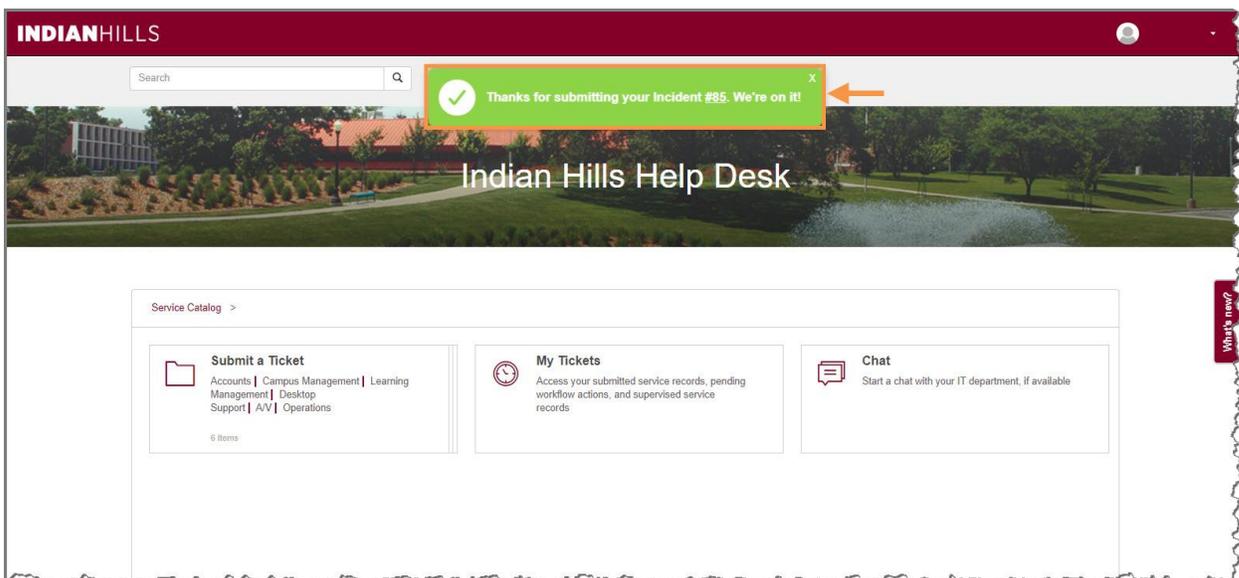
Now that you have successfully submitted your ticket, you can go into the "My Tickets" area and see everything you have submitted. From the homepage of SysAid, click **My Tickets.**
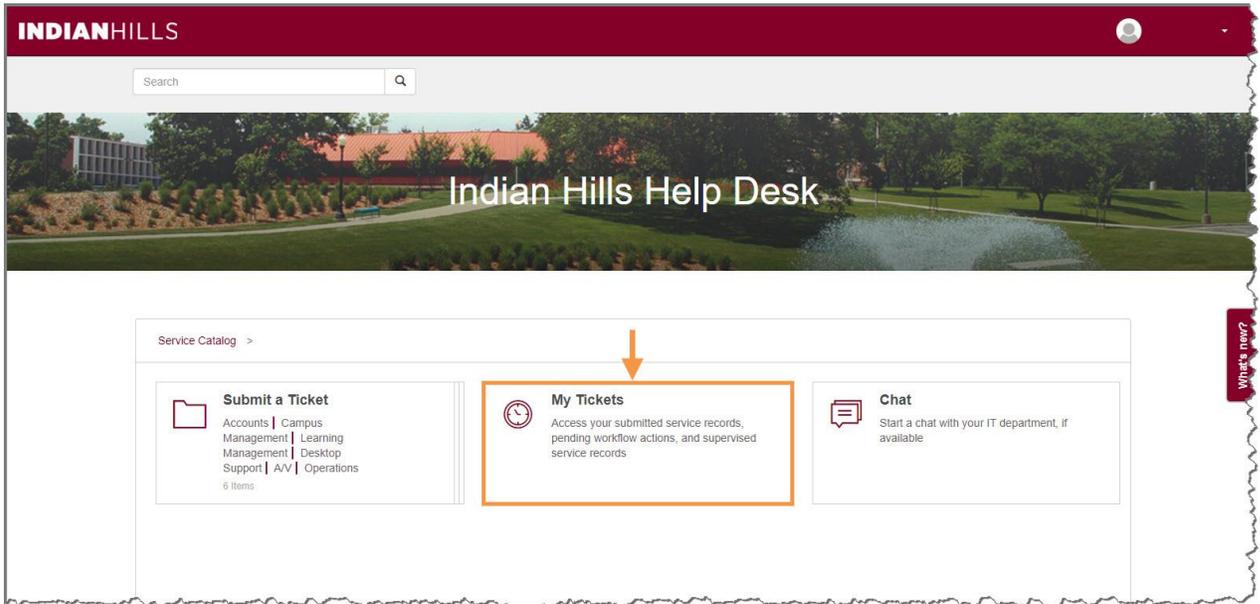
Inside of the "My Tickets" area. This will show where every single ticket you have submitted. There is a "My Tickets", "Recently Closed", "Supervised Requests", and "Workflow Actions." This is where all your tickets will be organized when the IT Department files them away when finished.
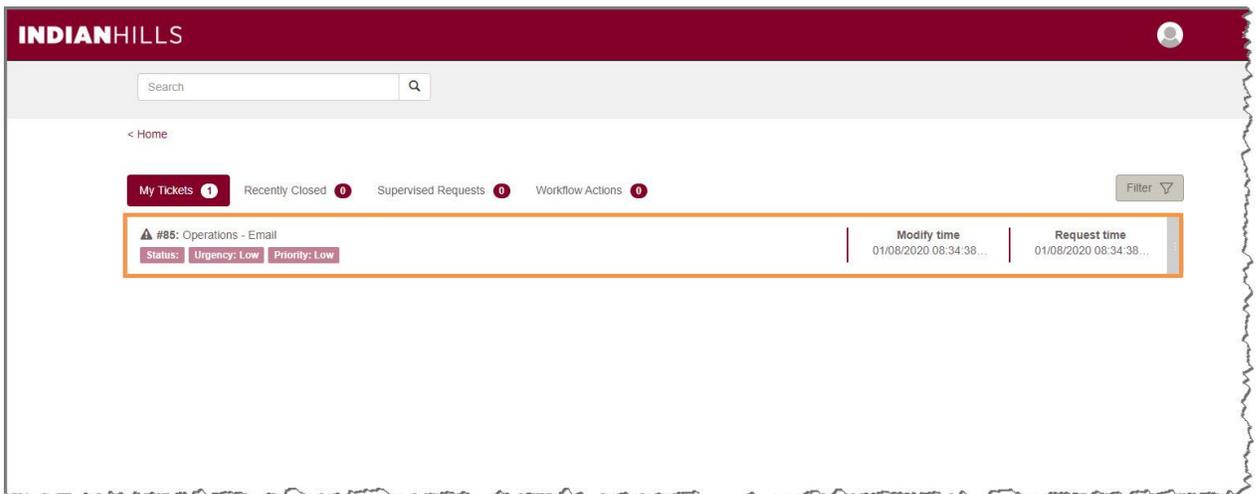
When you are finished in SysAid, you will want to log out. To do that, go back up to the right hand corner where your name appears and click on the drop down area. Then click **Log Out.**
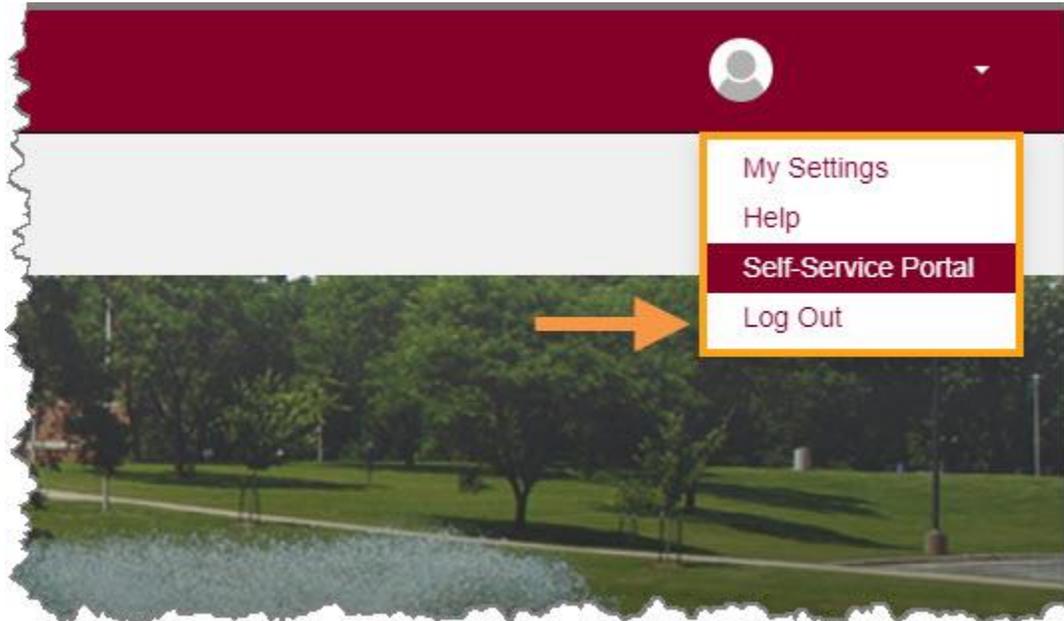
Congratulations! You now know how to log in to SysAid, submit a Help Desk Ticket, and chat with our own IT Department.