

HACU Help Desk Instructions

Version 16 May 2011

To assist the HACU Office of Information Technology with our workload, we ask that you use our Help Desk System to request any sort of help regarding technology at HACU.

The Help Desk System is hosted on our ESX enterprise resource planning system, and can be accessed from anywhere via the Internet.

To access the HACU Help Desk follow these simple instructions:

Step 1:

Point your browser to <http://www.hacu.net/support>

Step 2:

At the login screen, enter your ESX username and password.

If you do not have access to the ESX system send an email message to helpdesk@hacu.net and we will set up an account for you.

Note: Your username is the same as your Windows logon username at HACU (e.g., jmoder). If you don't know your ESX password, try "password99" and if that does not work send an email message to helpdesk@hacu.net.

Step 3:

Click on "Add Task" as indicated below:

View this Room

hacu.net https://stage.hacu.net/siteadmin/intranet/Project.asp?MODE=VIEW&ProjectID=2

Catalyst Intranet Welcome Humberto DeLaHache | My Account | Association | Logout

My HACU

- Edit My Content
- Pick My Rooms
- View My Rooms

@HACU

Session Timer
01:58:35

View this Room. **Click "Add Task"**

View Room [Add Sub-Room](#) | [Add Task](#) | [Add Status News](#) | [View Printable](#)

Full Name [OIT Support](#)

Summary Container for all categories of OIT support tasks

Room Type Project

Lead The lead for this Room is [Ray Lopez](#).
The default Task assignee for this Room is [OIT Help Desk](#).

Parent Room None. Click to [List all Rooms](#)

Folder No folder specified for this Room.

Text

Privileged Users

All Rooms (0/9)

Room Based (0/48)

Team Members By User Type

Task Summary

No Tasks

Recent Files (0 shown) [Add](#)

Files

Files

Item #	Priority	Room	Item	Requested By	Assigned To	End Date	Status
No records were returned by this query.							

[Web Help](#) | [Submit Issue](#)

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2400 Augusta, Suite 372, Houston, TX 77057
Voice: 281-822-6500, FAX: 281-822-1211, <http://www.esxinc.com>

Step 4:

Fill out the information as indicated below:

New Task

hacu.net https://stage.hacu.net/siteadmin/intranet/Issue.asp?MODE=NEW&PRC click here

xCatalyst Intranet Welcome Humberto DeLaHache | My Account | Association | Logout

My HACU
Edit My Content
Pick My Rooms
View My Rooms
@HACU
Session Timer
01:56:05

Create a new Task

New Task

Title Install software on my computer **1. Type a summary of what you need**

Please enter as much of the requested description information as possible.

Description
Task Description: Please install Adobe Acrobat on my computer
Sequence of steps (if applicable):
URL (Web Address) of issue (if applicable):
Error Message (if applicable): **2. Type a description and, if needed, sequence of steps to replicate the error, URL of any web page where you got the error, and any error messages seen.**

Room OIT Support Changing the Room will refresh the page.

Priority & Type 2-Medium General Request

Dates
Requested Completion / / (MM/DD/YYYY) : AM (hh:mm) ET
Requested completion date. Set to [None](#), [Today](#), [Today+7d](#)

Additional Task information
Note: Leave edit box empty when selecting from a drop down below

Priority None Chosen Or

Category None Chosen Or

Location None Chosen Or

Subscribers
Select Subscribers [Click to Select Users](#). Currently selected Users are shown below (read-only).
None

Email Options Send Emails High Priority

Other information
New Data Label Choose Your Label
New Data Value
Created By Humberto DeLaHache

By default you are the Creator of this Task. However, if another User instructed you to create this Task on their behalf, you may select them as the Task Creator. The fact that you did this is logged in the Task.

Save **3. Scroll down to bottom of page and click Save**

Web Help | Submit Issue

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That's it!

After you click the “Save” button your task will be placed into our queue and you will start to get email messages like the one below.

Note that any messages to you about your task will appear in the “Comments” section of the email message, as shown below.

From: McClarty [lmcclarty@esxinc.com] Sent: Fri 5/13/2011 9:39 AM
To: sstavar@esxinc.com; Latapi, Ricardo; Giese, Harold; rseymour@esxinc.com; Lopez, Dr. Ray
Cc:
Subject: Subscriber: Task #9548 for Project 'HACU': Applicant match screen - f/e &...

Task 9548		Edit Task View Task
Title	Applicant match screen - f/e & b/e	
Project	HACU	
Priority	2-Medium	
State	Assigned , Assigned to Amanda Gonzalez	
Type	General Request	
Description	Task Description: Referring to application match and pre-match screens within a posted job. Please remove column titled "Session Applied". The two columns titled "workfield experience" and "basic study fields" currently have no content in the application match screen. Please remove these columns and replace with: "Current Institution" and "Class Level" Sequence of steps (if applicable): URL (Web Address) of issue (if applicable): Error Message (if applicable):	
Click "Edit Task" to open your task and respond to the Comments.		
Messages to you about your issue appear here under the "Comments" section		
Comments		
Comments	--- Lisa McClarty (5/13/2011 9:39:29 AM CT): workfield experience is one of the criteria for the job match and is returned in the match results in order to verify the match. Please confirm that you want this removed. The estimate to remove these columns and add current Institution and Class Level is \$250 Status changed from NEW to Assigned. Assignee changed from Ruth Andrade to Amanda Gonzalez .	
Created By	Amanda Gonzalez on 5/13/2011 9:31:08 AM CT	
Modified By	Lisa McClarty at 5/13/2011 9:39:29 AM CT	
Subscribers	Amanda Gonzalez Harold Giese Lisa McClarty Ray Lopez Ricardo Latapi Ruth Andrade Sebastian Stavar	

Click on “Edit Task” to open up your task in your web browser and respond in the “Add Comment” section of the web page, as shown below:

Windows Internet Explorer provided by HACU

https://stage.esxinc.com/siteadmin/intranet/Issue.asp?MODE=EDIT&ID=9553

Catalyst Intranet Welcome Ray Lopez | My Account | Logout

@ESX

- View Projects
- View Tasks
- View Events
- View News
- View Links
- View Files
- Add Task
- Add Event
- Add News
- Add Link
- Add File

Session Timer 05:16:46

Edit this Task.

Edit Task 9553 [View](#)

Title Citizenship Status

Please enter as much of the requested description information as possible.

Description

2. If a name request does not meet citizenship requirement of job, the student should not appear in application match.

Thanks.

Sequence of steps (if applicable):

URL (Web Address) of issue (if applicable):

Error Message (if applicable):

Status

Project HACU Changing the Project will refresh the page.

Priority & Type 2-Medium General Request

State Assigned Assigned To Team Member (Amanda Gonzalez) [Save](#)

% Complete NA

Dates

Start Date / / (MM/DD/YYYY) : : AM (hh:mm) ET
Expected start date. Set to [None](#), [Today](#), [Today+7d](#)

End Date / / (MM/DD/YYYY) : : AM (hh:mm) ET
Expected completion date. Set to [Same As Start](#), [None](#), [Today](#), [Today+7d](#)

Comments

Add Comment

Add your comments here! ←

Previous ---Lisa McClarty (5/13/2011 3:07:06 PM CT):