

Creating a Computer Request

1. Click on Computer Requests
2. 99% of the time you will see this box. Hit 'Yes':



If you see this box immediately after, jump to step #14:



3. You may see a lot of different things flash before your eyes and disappear at this point. Most of our Magic Ticket system is designed to login immediately and automatically. So when you see the login boxes below and it suddenly disappears, don't worry about it. It means you've logged in:

Welcome to the ICT Help Desk Self Service Desk

Sign Into ICT Self Service

Client ID:

Password:

Remember your Settings

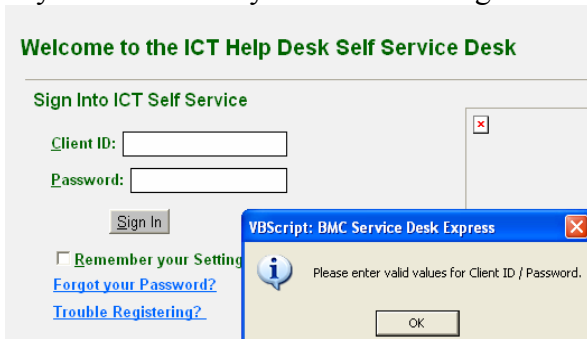
[Forgot your Password?](#)

[Trouble Registering?](#)

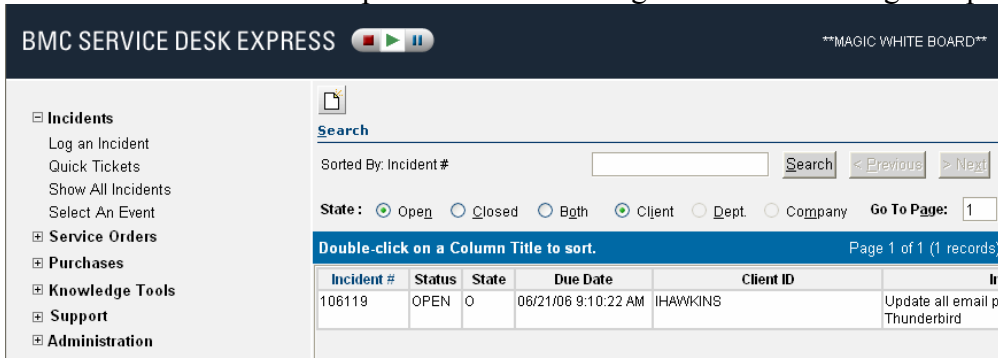
Powered By [Magic Solutions](#)

Copyright © 1996-2001 Network Associates, Inc. and its affiliated Companies.
All Rights Reserved.

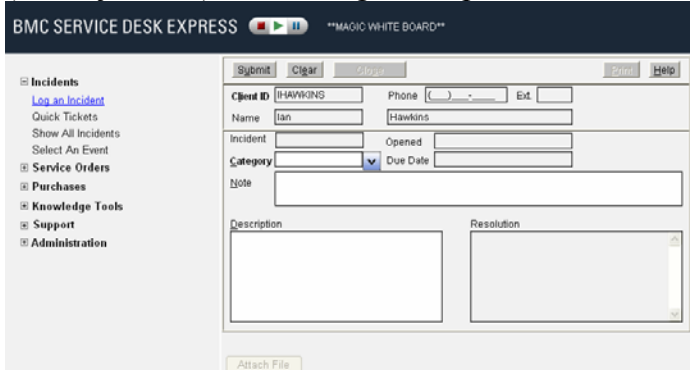
If you see this and your automatic login was denied, email your system administrator:



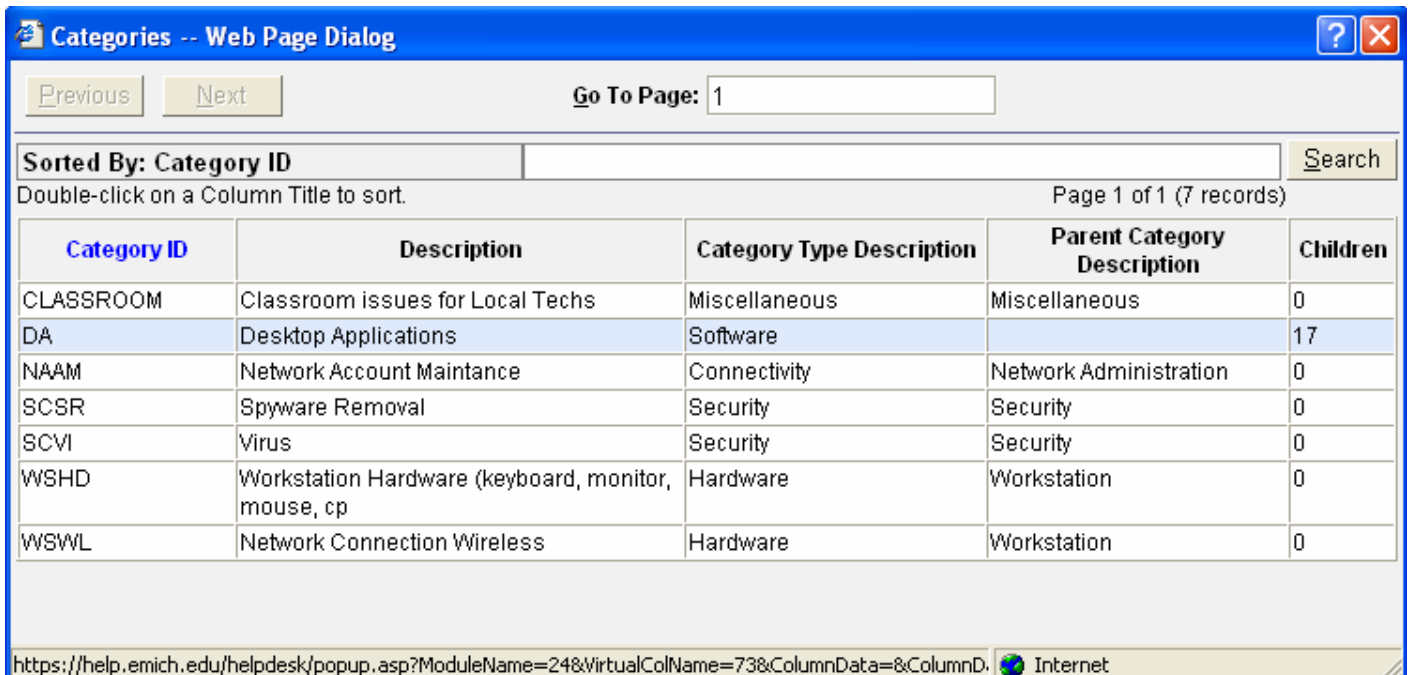
4. When all the screen switching has stopped, you will appear on the main page or “Incidents” page. Observe the left side with all the menu options. Click on “Log an Incident” to begin requesting for help:



5. The right side becomes your request form. The only two boxes you are going to worry about are the Category (or Subject line), and the big Description box. Click on the colored down arrow next to the Category box:



6. Your next popup box allows you to select the type of problem you have. You can be loose about how correct this selection is, simply select the best possible answer and double click on the line. If you really don't know what to pick, “Desktop Applications” or “Request” will usually be sufficient. These choices may change over time:



If you select the wrong choice and go back to change it, you may see that only the single item you picked will be selectable. To the left of the ‘Search’ button in the upper right you’ll see the Category ID of your previous choice will be written in the text box. Delete that text and click the ‘Search’ button again.

7. Now you want to finish the Description box. Please describe your request thoroughly.

BMC SERVICE DESK EXPRESS **MAGIC WHITE BOARD**

Submit Clear Close Print Help

Client ID: IHAWKINS Phone: () - - Ext.
 Name: Ian Hawkins

Incident:
 Category: DA
 Note:
 Description: My computer is not working right. When I click on Print while running Excel 2003, nothing works. My printer is connected through that small USB cable.
 Resolution:

Attach File

8. Now select the 'Submit' button near the top of the form:

BMC SERVICE DESK EXPRESS

Incidents
[Log an Incident](#)
 Quick Tickets

Submit Clear Close
 Client ID: IHAWKINS
 Name: Ian

9. The form will still be left as-is, but look to the bottom. Notice the SAGASSHD Support Staff has taken the call. These notices mean your request has been submitted successfully. Your request then gets forwarded to the appropriate person who helps with your computer problems:

Attach File

File Name	File Size(bytes)

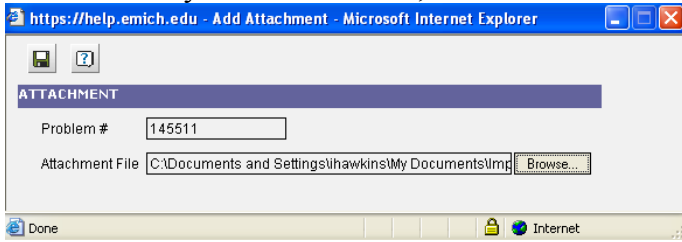
Details: User System All : 00:00:00 Page 1 of 1 (4 records) <<

Date	Support Staff	Details ID	Description	Note Exists
07/07/06 12:08:53 PM	SAGASSHD	HD_OPEN	Opened Call	N
07/07/06 12:08:54 PM	SAGASSHD	HD_TAKEN	Call Taken By SAGASSHD	N

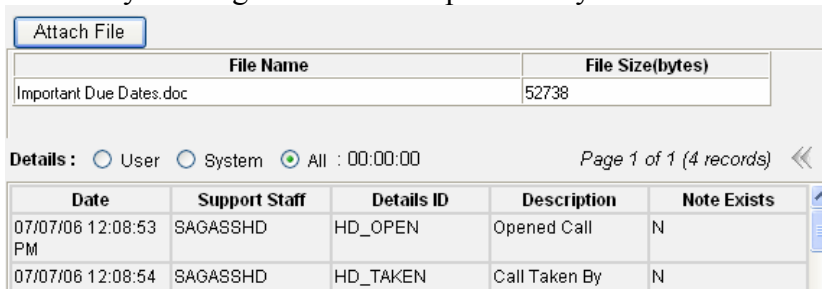
You are DONE You may close all boxes.

10. **(OPTIONAL)** If you are submitting a request that requires us to observe an attached document or you're sending a web update, you have the option of attaching a file to your request. We recommend in this situation that you instead email the attachment or web update to the person assigned to do it, then copy the email text to a new magic ticket request and paste the email text in the Description box. However, if you choose to utilize the Magic Ticket version, click 'Attach File' pictured above.

11. An extra box appears. This should be as if you were attaching a document to any email. Click 'Browse...', select the file you wish to attach, then click the little disk icon in the upper left corner to save the attachment:



12. You will know it was saved successfully when your selected file appears under the "Attach File" button. Please tell us in your Magic Ticket description that you have sent an attachment:

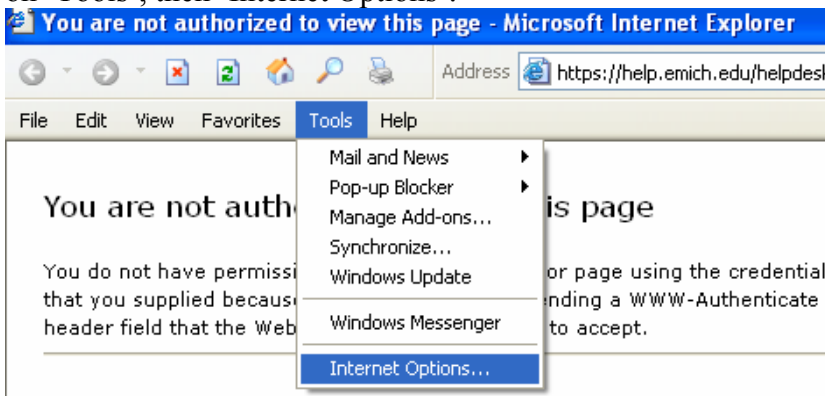


13. You may close all boxes. You are **DONE**.

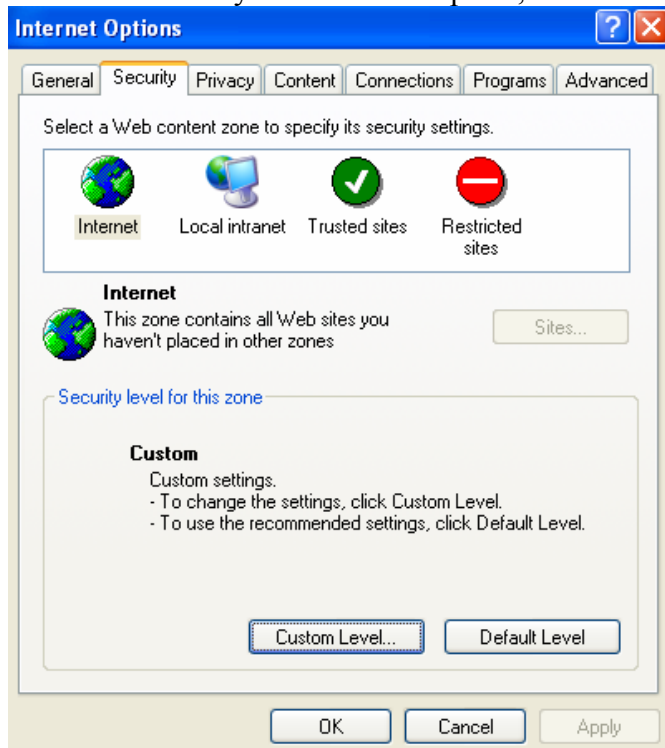
14. **(Troubleshooting Only)** The login box you see does not need to be filled out:



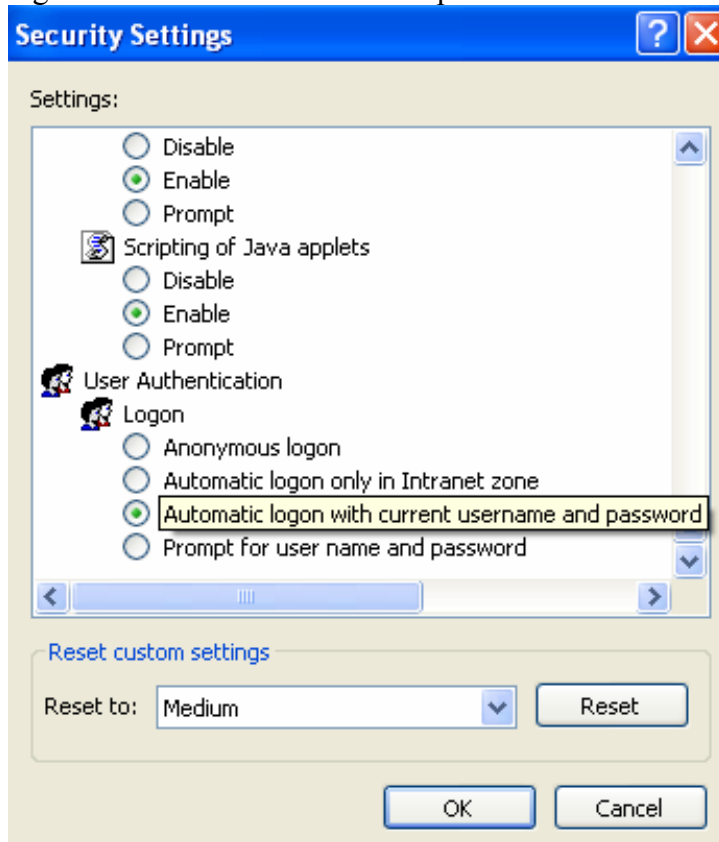
There is a simple Internet Explorer browser configuration you need to make to prevent it from appearing. Hit 'Cancel' on the login box pictured above and the webpage should say you are not authorized to view it. Click on 'Tools', then 'Internet Options':



15. Click the 'Security' tab near the top left, then click 'Custom Level...':



16. Scroll down to the very bottom where it says User Authentication. Click the third option that says 'Automatic logon with current username and password':



17. Hit 'Yes' to change from the security zone, 'OK' to all the other boxes. Now hit the Refresh button on the browser window or simply click Computer Requests again. Go back to step #3