HELP DESK

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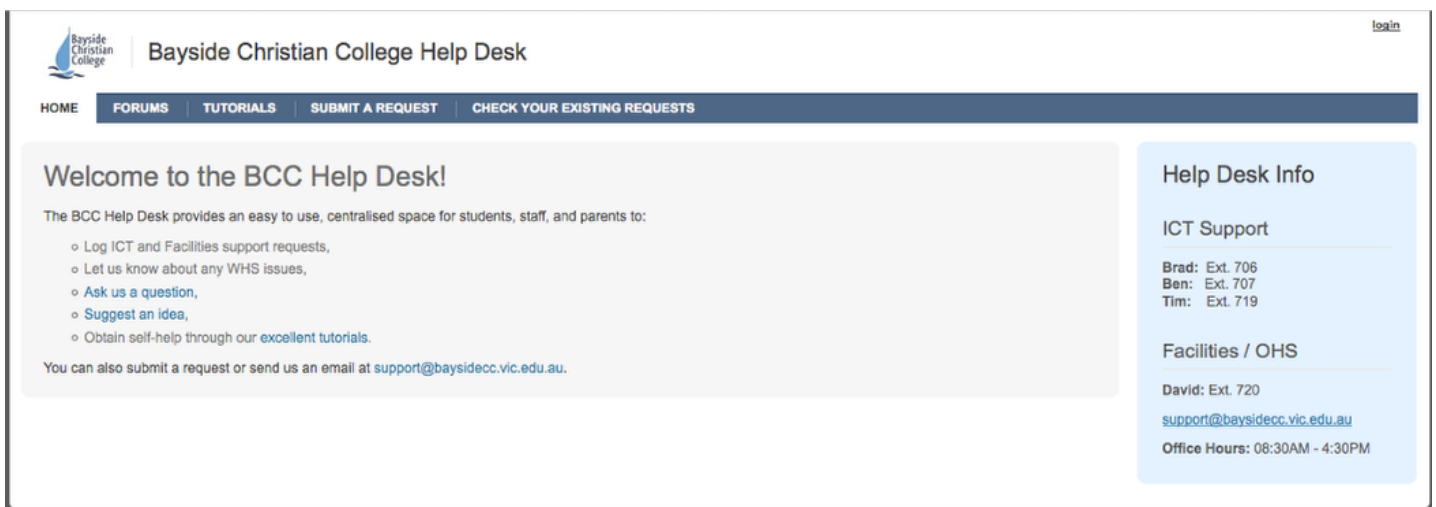
Introduction

Overview

The Help Desk is where you can log ICT and Facilities requests or issues; see important announcements regarding ICT or Facilities-related matters; search our forums and ask questions or submit ideas; or, peruse our excellent tutorials (such as this) online or downloaded as a PDF.

Help Desk

The Help Desk is available 24/7 at http://support.baysidecc.vic.edu.au and you are able to login using your existing network account (e.g. Edumate, Rubicon Atlas login).

Submit a Request

Create a ticket on the Help Desk using the "Submit A Request" tab. Provide the subject, a description, the Request Type (ICT, Facilities, OHS) and any additional details required and your request will be automatically assigned and reviewed by the appropriate person.

You may also attach screenshots or relevant documents to your requests.

Check Existing Requests

Users can check the status of all outstanding requests on the Help Desk by clicking the "Check Your Existing Requests" tab

Forums

The Help Desk has Forums offering a FAQ section, known issues, as well as the option to submit new ideas.

Logging Into the Help Desk

This lesson will explain how to login to the Help Desk using the website portal page, Intranet site, or using the Help Desk website address directly.

Open a Web Browser
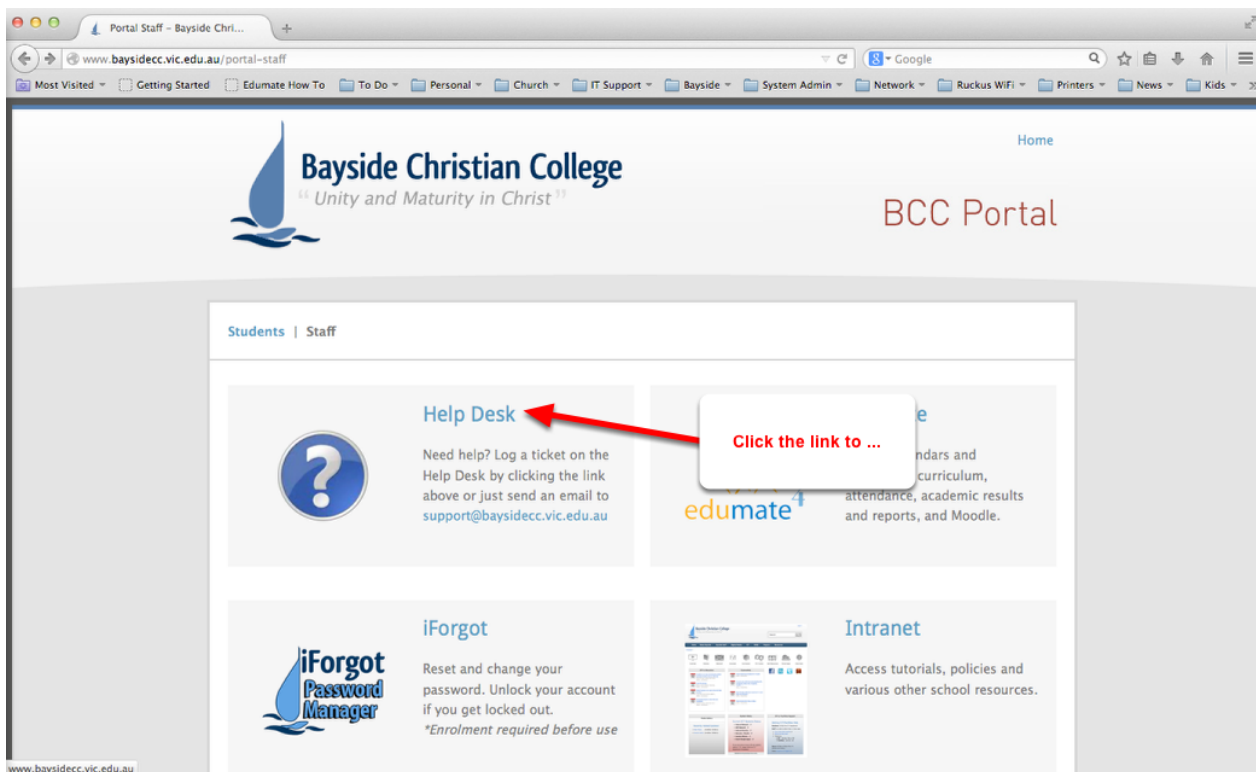
To access the Help Desk, open a compatible browser on a Windows, Mac, or Linux computer (Firefox, Safari, Google Chrome, or Internet Explorer 9 or later). The example below shows above shows Firefox on a Mac.

Next, go to the Portal page on the Bayside website , or go to the Intranet (see next step below) and click on the Help Desk link provided.

Access Help Desk from the Intranet
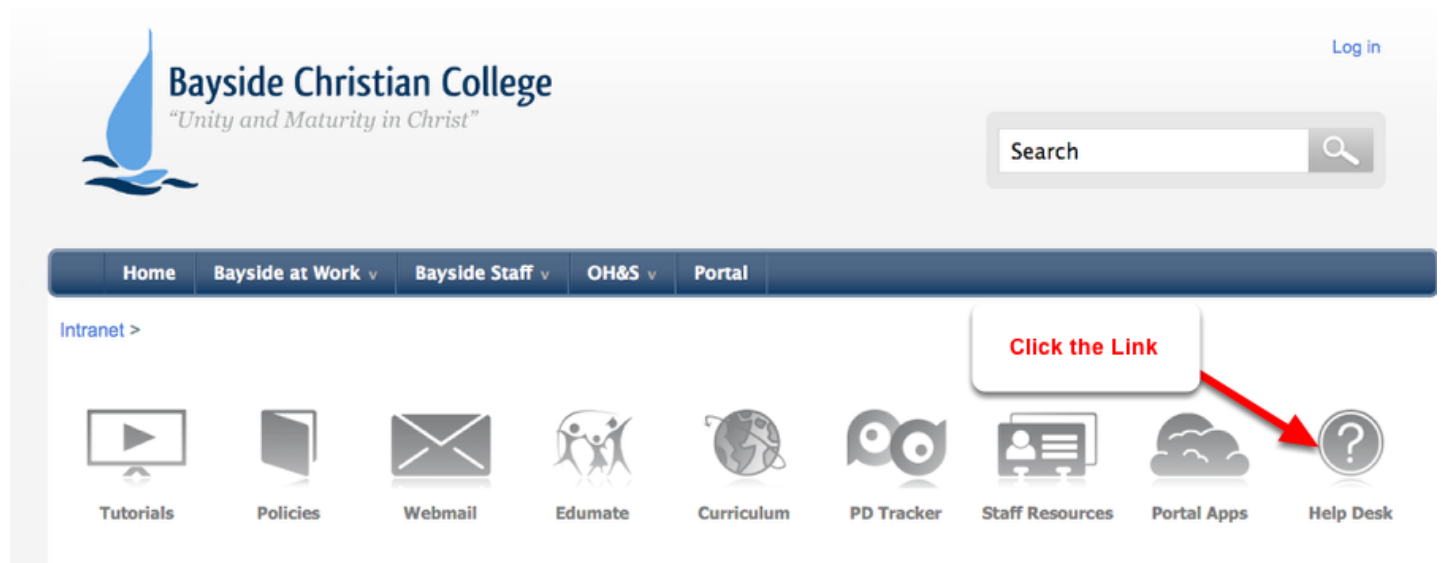
In additional to the Bayside website portal page, the Help Desk can be accessed by going to the Intranet site (intranet.bcc.vic.edu.au) or by entering the Help Desk URL directly into a browser:

support.baysidecc.vic.edu.au

Logging Into the Help Desk

Next, click the "Login" button on the upper right hand corner of the Help Desk screen to login.

NOTE: only staff and students can login to the Help Desk. Parents and other users must email the Help Desk at support@baysidecc.vic.edu.au
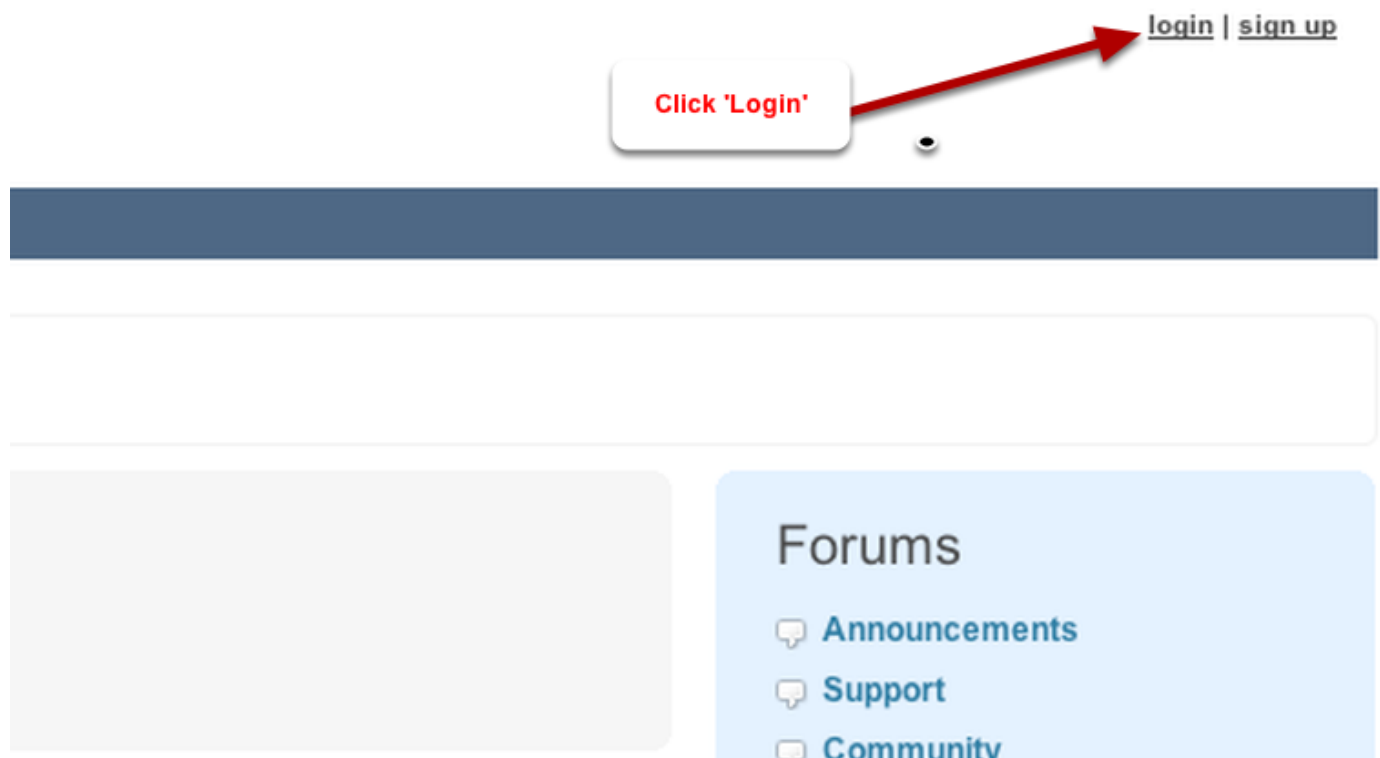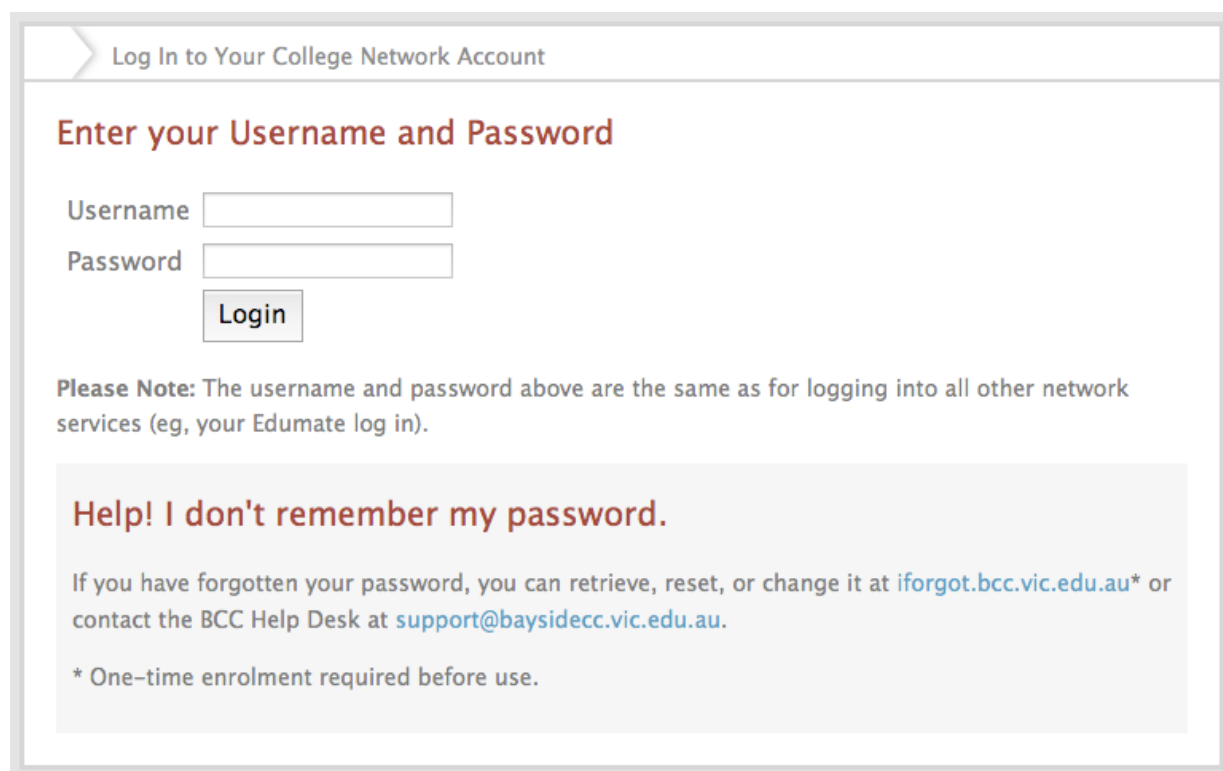
Login Using Your Network Account

Once you are redirected to the Help Desk login page, enter your network user account details. This is the same login that is used to logon to computers on the network, Edumate, or Rubicon Atlas.

If you do not remember your logon details, click the link for the iForgot website shown in the "Help! I don't remember my password" section or contact the ICT Department for assistance.

Making A Request

Facilities Requests

All requests for maintenance, procurement, or OHS issues related to Facilities at the College must be submitted via the Help Desk. This enables the College to prioritise actions, document steps taken to resolve OHS issues, and identify recurring or systemic problems that may require something more than a simple (and repeated) fix.

With new OHS regulations coming into effect on 1 January 2012, the College will be required by legislation to keep records of all maintenance and repairs completed. Therefore, it is essential that the Help Desk is used to record any Facilities-related requests.

Create a New Request

Submit a request

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Request Type *

-

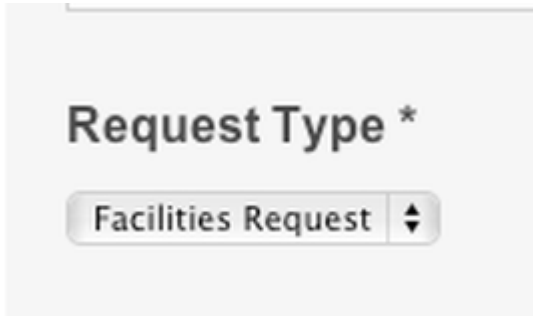**Attachment(s)**

Attach file »

Submit

The first step in creating a request for Facilities maintenance, reporting of an OHS issue, or procurement request is to create a new request in the Help Desk
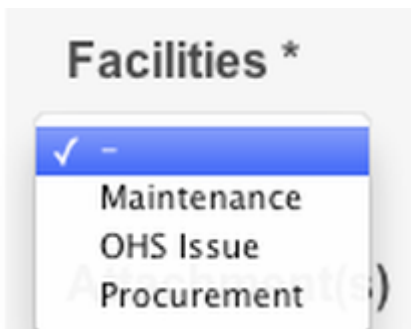
Select Request Type

For a facilities related request, select "**Facilities Request**" in the 'Request Type' select list on the ticket.

Choose A Topic

You will then be prompted for the type of Facilities Request:

- Maintenance
- OHS Issue
- Procurement

Enter Required Details

Depending on whether you have selected "Maintenance", "OHS issue", or "Procurement", you will be required to enter different details. For instance, if you selected "Maintenance" you will need to provide the type of maintenance required and the building where this is needed. The more detailed the information you can provide, the better records it will provide us for OHS audits.

Submit the Ticket

Once you have provided all of the required information and as much detail as possible about the Facilities request click the

Cleaning Requests / Issues

Requests for additional cleaning or issues with cleaning not being completed properly must be submitted through the Help Desk as a Facilities Request (Maintenance > Cleaning) so that these requests can be compiled by David and Roger to be communicated to the cleaning company.

The process for logging cleaning requests is detailed below.

Create a New Request

Follow the instructions for logging into the Help Desk and creating a new Facilities Request if you are not sure how to do this.
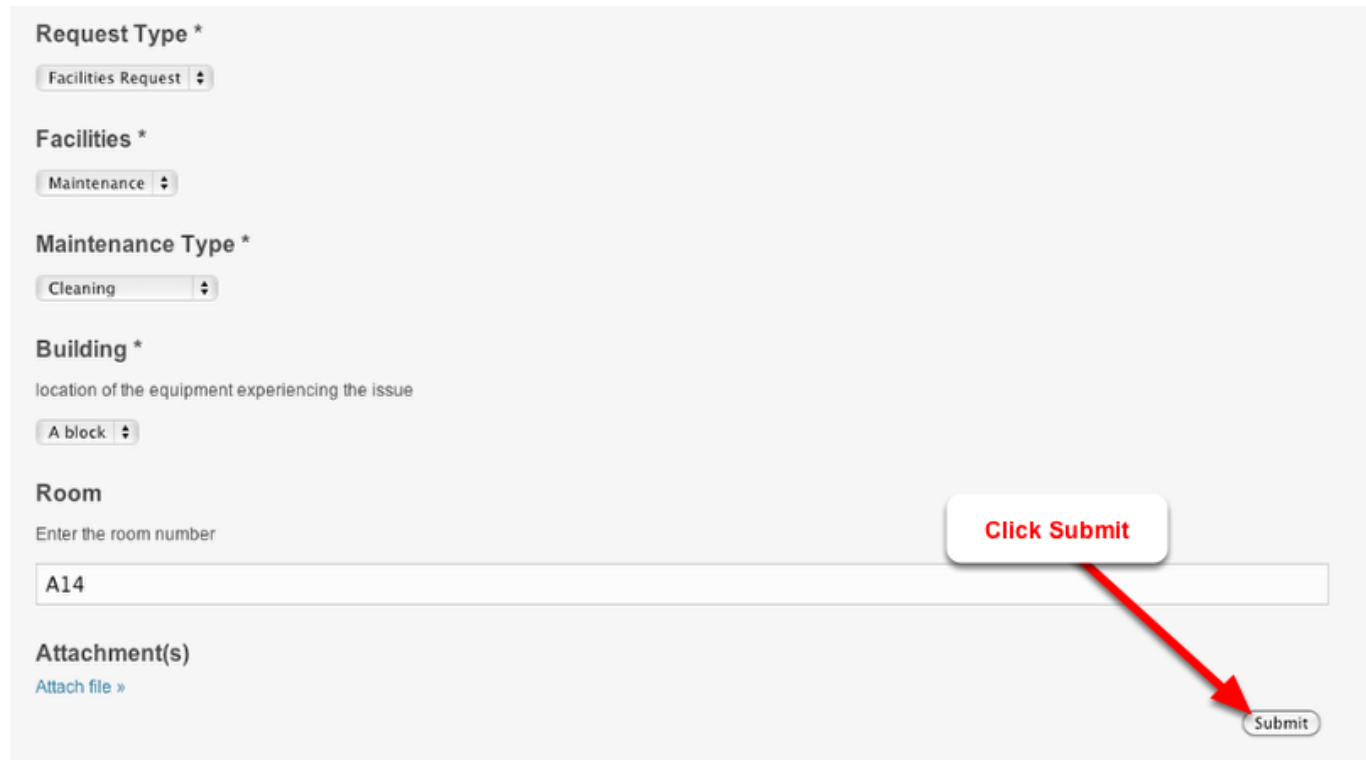
Submit a Cleaning Request / Issue

1. Enter an appropriate subject to describe the request or issue
2. Provide adequate details to explain the reason for the request and any specific details relevant to the cleaning request.
3. Select "Facilities Request" as the Request Type
4. Select "Maintenance" as the Facilities option

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5. Select **"Cleaning"** as the **Maintenance Type**
6. Select the **Building** and **Room** that the cleaning request is for
7. Add any attachments (optional) such as photos that are related to the request.

Submit the Request

Click the **Submit** button to send your request to David and Roger for action.
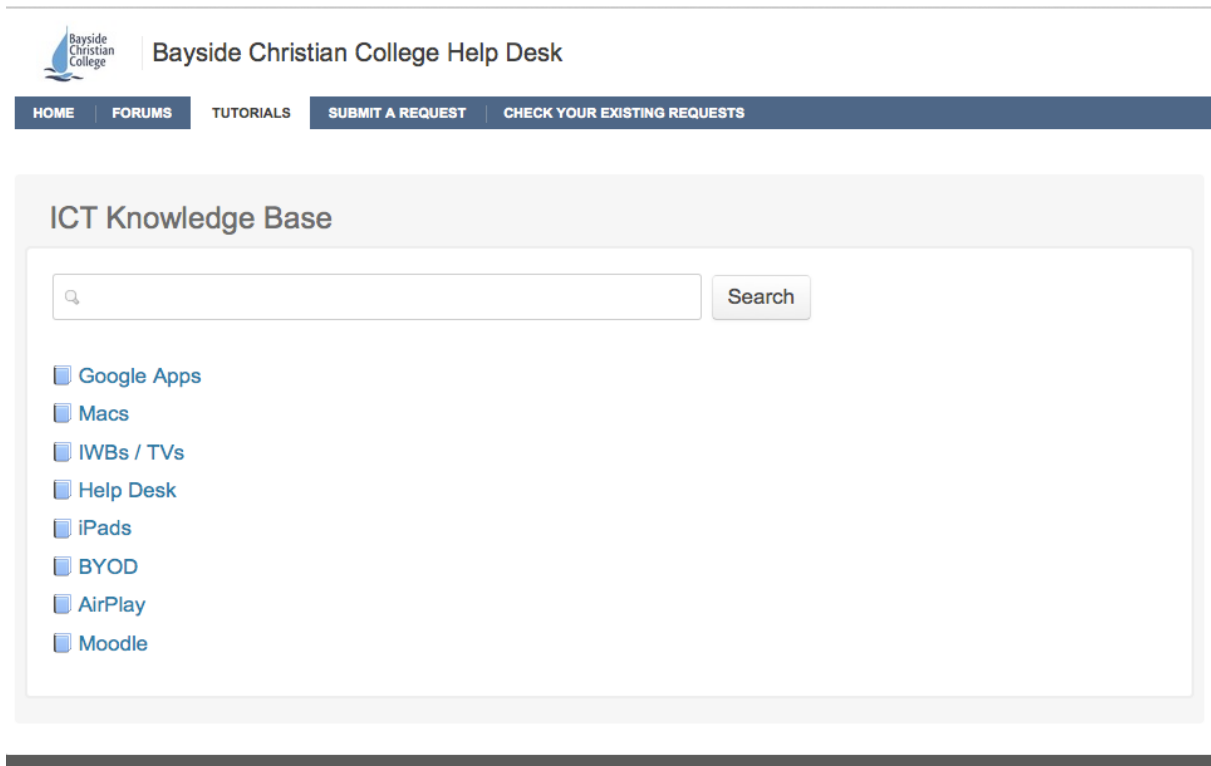

Tutorials

Using the Tutorials Site

The College provides ICT Tutorials on the Help Desk ("Tutorials" tab) at
tutorials.baysidecc.vic.edu.au These tutorials provide easy-to-follow visual instructions
(such as the one you are now reading) designed to answer many of the common ICT
questions staff may have.

There are many tutorials available now covering a wide range of topics, so if you have a
question about anything ICT-related check the Tutorials on the Help Desk and you are quite
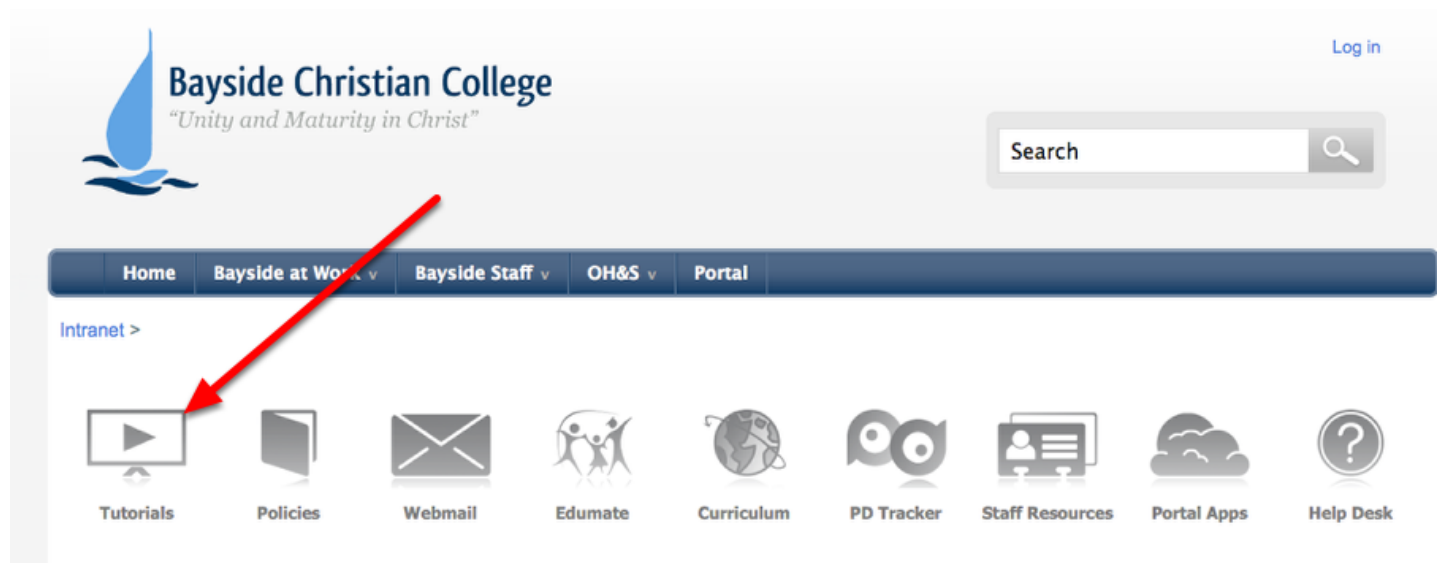likely to find the answer.

Tutorials - From the Help Desk

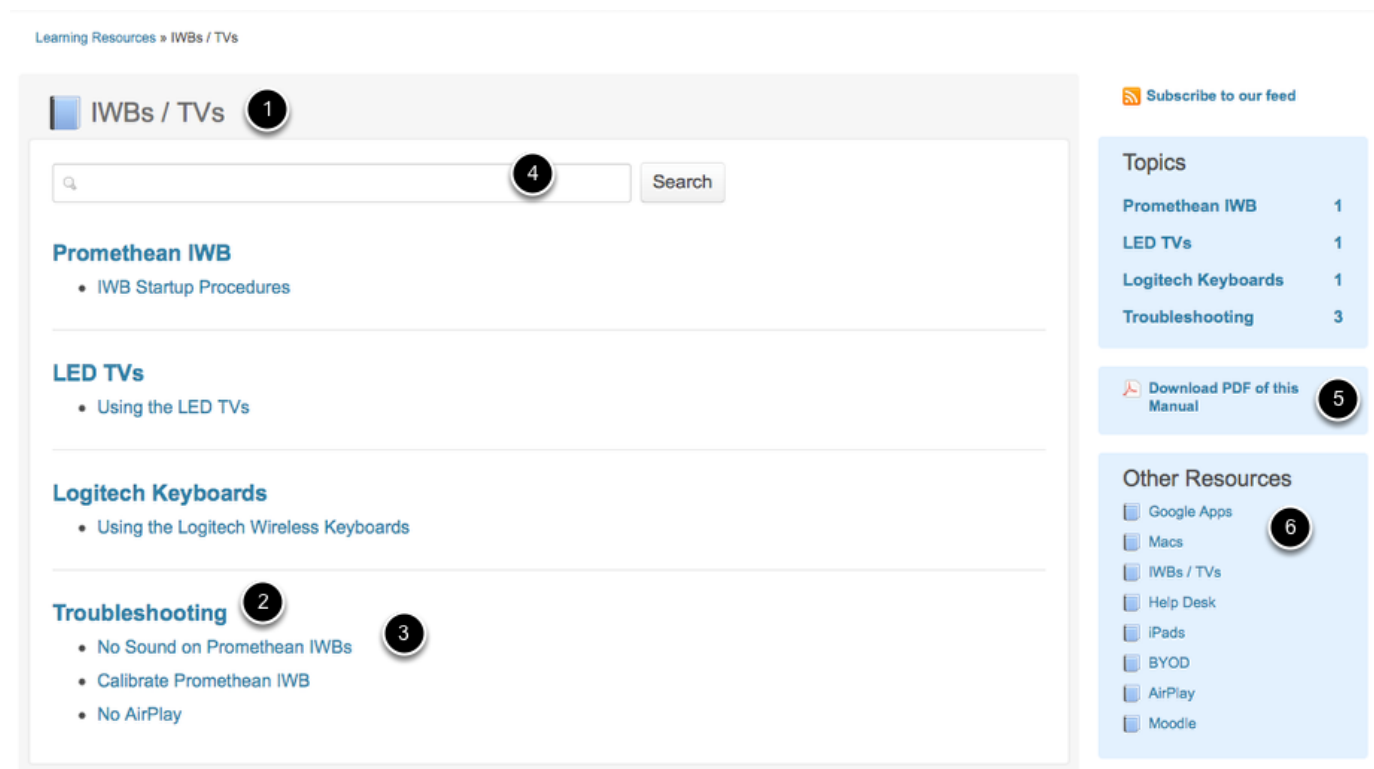On the Help Desk, click on the "Tutorials" tab in the menu of the site and the page above will be
displayed allowing you to navigate or search on the tutorials.

Tutorials on the Intranet

The tutorials site is also available from the Intranet landing screen. Clicking on the "Tutorials" icon will open a window for the Tutorials site.

Tutorials Layout

Tutorials have the following layout or structure and features:

1. **Manual** - Each Tutorial is broken up into "Manuals", "Chapters", and "Lessons". The Title at the top of the page is name of the Manual that is currently being viewed
2. **Chapter** - In each Tutorial the "Chapters" will be shown in bold, large text with the Lessons listed beneath each Chapter. Clicking on a Chapter will focus the tutorial on only the lessons within that Chapter and also allow the individual chapter rather than an entire Manual to be printed. Not all Tutorials have Chapters.
3. **Lesson** - Every Tutorial will contain one or more "Lesson". These are the actual step-by-step visual instructions of the tutorial. Lessons allow complex instructions to be broken down into more compartmentalized bite-size instruction sets. Clicking the link for a Lesson will focus on that lesson only and allow the user to print the lesson only rather than an entire Manual or Chapter
4. **Search Bar** - The search bar is available within every page of the Tutorials and allows for quick searches on keywords or phrases.
5. **PDF Downloads** - All Tutorials contain PDF versions of Manuals, Chapters, or Lessons depending on the level of a Manual a user is currently in. These PDFs can be downloaded and viewed offline or printed as required.
6. **Other Resources** - The sidebar of a Manual, Chapter, or Lesson also shows the other Manuals that are available.

Navigating a Lesson

When a lesson is viewed, the page layout changes slightly so that the following information is displayed:

1. **Navigation Buttons** - Inside of a lesson, "Prev" and "Next" buttons will be displayed at the top of the page along with the title of the previous and next lessons in a Manual. These can be used to step through a Manual or Chapter one lesson at a time.
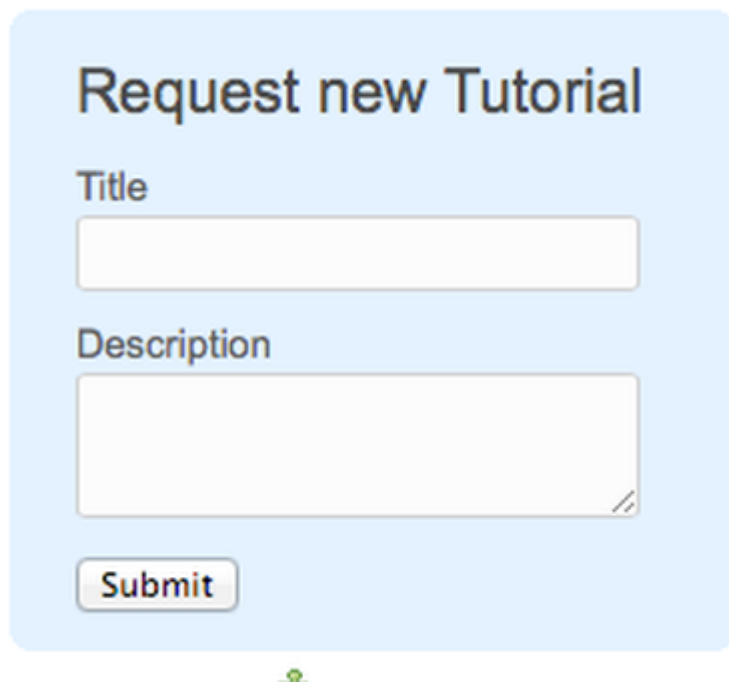
2. **Search Bar** - The search bar moves to the right sidebar of the screen rather than at the top of the page. The functionality remains the same; however, and searches look across every lesson. If you want to find a keyword within the current lesson, use the Find function in the browser (CTRL+F or CMD+F)
3. **PDF Downloads** - Rather than the entire manual, PDFs for both the Manual and the specific Lesson being viewed can be downloaded from the sidebar.

Global Search (Tutorials)

Tutorials have an excellent search function that allows users to search for any topic based on one or more keywords or entire phrases. This provides a "self-help" feature that may allow you to find answers to your questions faster than logging a ticket and awaiting a response.

Request New Tutorials

On the Home or Forum pages of the Help Desk, a widget is available in the right sidebar that allows logged-in users to request new Tutorials. This enables staff to suggest the Title and Description of new Tutorials that would be helpful to themselves or other staff.