

Dell KACE K1000 Help Desk Guide

Creating a Ticket

1. Double click the *IT Self Service Portal* icon on your desktop (see Figure 1). (The icon will take the appearance of your default web browser's icon).

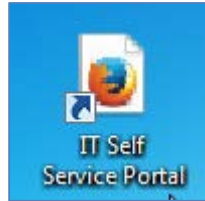


Figure 1

2. At the Dell KACE K1000 Login Screen, enter the same CTC **User Name** and **Password** to login to your computer (see Figure 2).

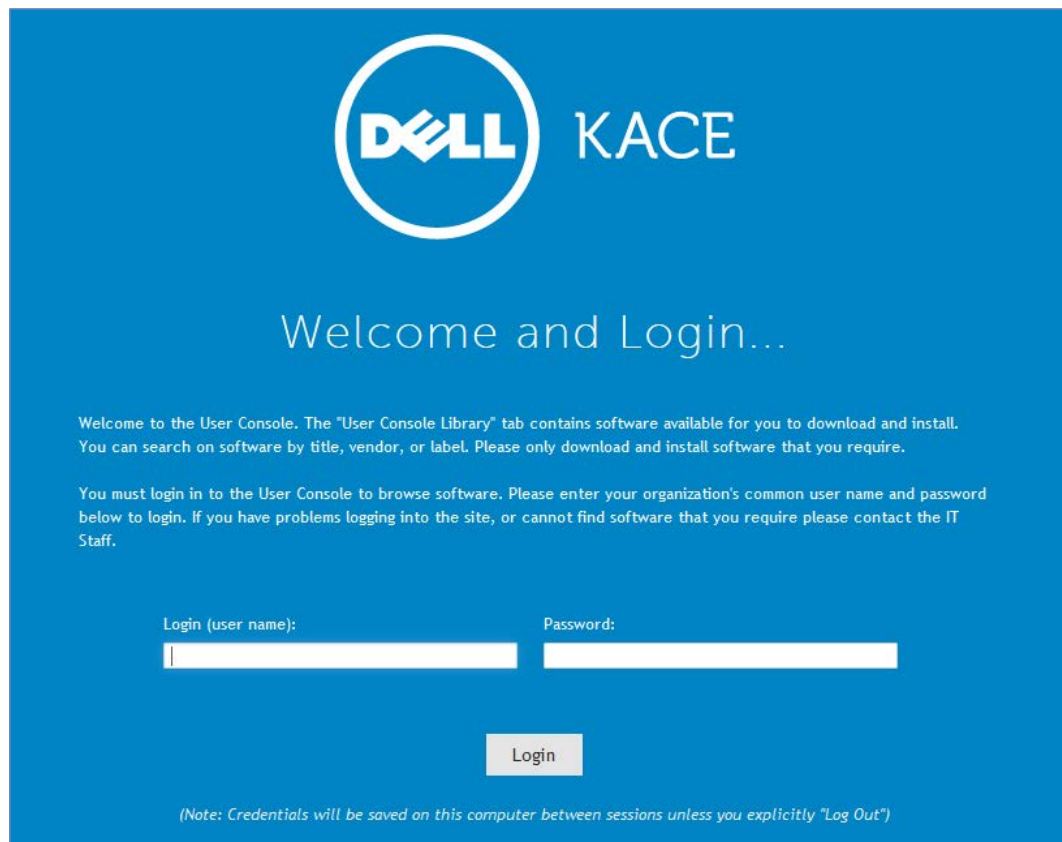
The login screen has a solid blue background. At the top center, the Dell logo (a white circle with the word "DELL" inside) is followed by the word "KACE" in white. Below this, the text "Welcome and Login..." is displayed in white. Underneath, there are two paragraphs of white text providing instructions. At the bottom, there are two white input fields: "Login (user name):" and "Password:". Below these fields is a white "Login" button. At the very bottom, a small note in white text reads: "(Note: Credentials will be saved on this computer between sessions unless you explicitly 'Log Out')".

Figure 2

3. After logging in, you will be directed to the K1000 Service Desk and shown the *Tickets screen* (see Figure 3).

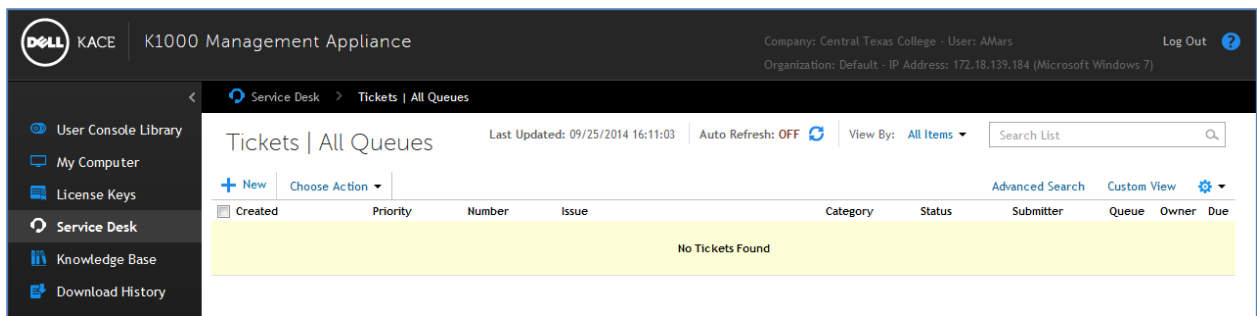


Figure 3

- Click **New** to start creating a new KACE Ticket (see Figure 4). 

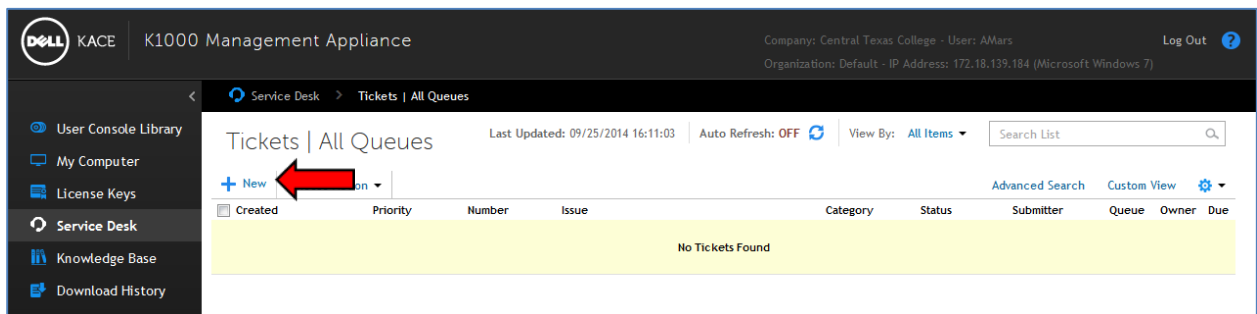


Figure 4

- After the *New...* window appears, click the down arrow next to *Select a queue...* to open the *Ticket:* drop-down list. Select **IT Help Desk** (see Figure 5). (Choose an option under **Forms** when support from more than one department is needed.)

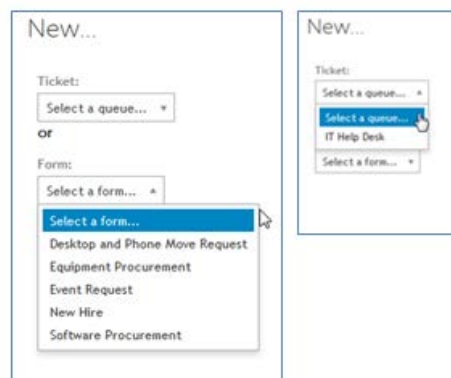


Figure 5

- Fill out the appropriate fields and click *Save* to create a new ticket. **PLEASE BE SURE TO FILL IN ALL OF THE REQUIRED FIELDS** (see Figure 6).
 - Issue (*Required*): A brief description of the problem. (NOTE: You can provide more details in the *Comments* field.)

- **Category (Required):** From the drop down list, select the service category that best represents the issue.
- **Site:** From the drop down list, select either the Main Campus, Fort Hood Campus, Service Area Campus, Continental Site, PFEC Site, or Europe Site.
- **Department, Building (Numeric), Room (All required):** Customer’s location information.
- **Telephone (Required):** Customer’s phone number.
- **Serial Number:** Equipment serial number.
- **FA Tag # (Numeric):** Equipment fixed asset (FA) tag number.
- **Submitter:** By default, this field is populated with the ticket creator’s name. Click on the “Pencil” icon to change the name of the person who submitted the ticket. This can be changed if you are submitting a ticket on someone else’s behalf.
- **Comment:** Further information can be added here.

Ticket Detail | IT Help Desk

Issue: **(required)**

Category: **(required)** Site: **(required)**

Department: **(required)** Building (ex:119): **(required)**

Room (ex:25A): **(required)** Telephone: **(required)**

Address: Serial Number:

FA Tag # (ex:123456): Click SAVE at the bottom of the screen to submit.

Submitter: **(required)**
[Server, Deployment](#)

Comment:

Attachment:
 No file selected.

Figure 6

- After you *Save* the ticket, the ticket confirmation page will appear. Here, you can review the details of the ticket (see Figure 7).

Ticket Detail TICK:0007

[Find Related Articles](#) |
 [Email Ticket](#) |
 [New Ticket For Submitter](#) |
 [Ticket Actions](#)

Issue: **(required)**

Category: **(required)**

 Impact: **(required)**

Status:

 Priority:

Owner:

 Computer Name:

Site: **(required)**

 Department: **(required)**

Building (ex:119): **(required)**

 Assigned Group:

Room (ex:25A): **(required)**

 Telephone: **(required)**

Serial Number:

 FA Tag # (ex:123456):

Click **SAVE** at the bottom of the screen to submit.

Due: None
 08/16/2014

Figure 7

- A ticket's *History* is located at the bottom of the ticket. You can view what changes have been made in this section (see Figure 8).

[Save](#) |
 [Save and Create Child](#) |
 [Save and List](#) |
 [Add Comment](#) |
 [Add Work](#) |
 [Duplicate](#) |
 [Create Knowledge Base Article](#) |
 [Cancel](#)

History

Date	User	Action
08/12/2014 17:45:20	Mars, Angela	<ul style="list-style-type: none"> Changed ticket Title from "I do not know how to use a computer" to "PivotLink report for Michele Carter listing purchasing threshold of 50K or above". Changed ticket Priority from "Critical" to "High". Changed 'Room (ex:25A)' from "146" to "133". Changed 'Telephone' from "555-555-5555" to "2545261322".
08/12/2014 17:36:31	Mars, Angela	<ul style="list-style-type: none"> Changed ticket Due from "08/16/2014" to "None".
08/12/2014 17:36:03	Mars, Angela	<ul style="list-style-type: none"> Changed ticket Status from "New" to "Active".
08/12/2014 16:38:53	Server, Deployment	<ul style="list-style-type: none"> Added resolution text. Changed ticket CC list from "" to "MTrevino@ctcd.edu". Changed ticket Due from "None" to "08/16/2014".
08/12/2014 15:19:22	Server, Deployment	<ul style="list-style-type: none"> Ticket Created

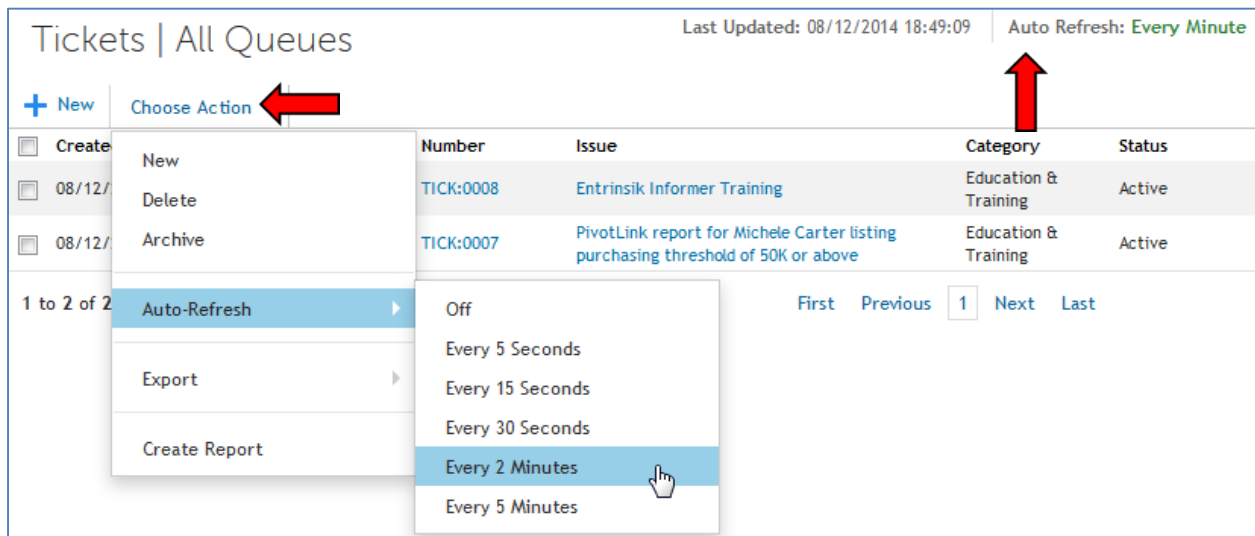
Figure 8

Canceling a Ticket

If you decide to stop or want to start over while making a ticket, click *Cancel*. On the right-hand side of the page, click on *Back to Tickets* to create a new ticket. If you are done, click *Log Out*.

Viewing a Ticket

To set up the auto refresh function on the *Tickets* page, click on *Choose Action* and select *Auto-Refresh*. Select how often you want the page to check for updates (see Figure 9).



The screenshot shows the 'Tickets | All Queues' interface. At the top right, it displays 'Last Updated: 08/12/2014 18:49:09' and 'Auto Refresh: Every Minute'. A red arrow points to the 'Choose Action' dropdown menu, which is open and shows options: 'New', 'Delete', 'Archive', 'Auto-Refresh', 'Export', and 'Create Report'. The 'Auto-Refresh' option is selected, and a secondary dropdown menu is open, showing refresh intervals: 'Off', 'Every 5 Seconds', 'Every 15 Seconds', 'Every 30 Seconds', 'Every 2 Minutes', and 'Every 5 Minutes'. A mouse cursor is pointing at 'Every 2 Minutes'. Another red arrow points to the 'Auto Refresh: Every Minute' status at the top right. The table below shows two tickets:

Number	Issue	Category	Status
TICK:0008	Entrinsik Informer Training	Education & Training	Active
TICK:0007	PivotLink report for Michele Carter listing purchasing threshold of 50K or above	Education & Training	Active

At the bottom of the table, there are pagination controls: '1 to 2 of 2', 'First', 'Previous', '1', 'Next', and 'Last'.

Figure 9