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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).

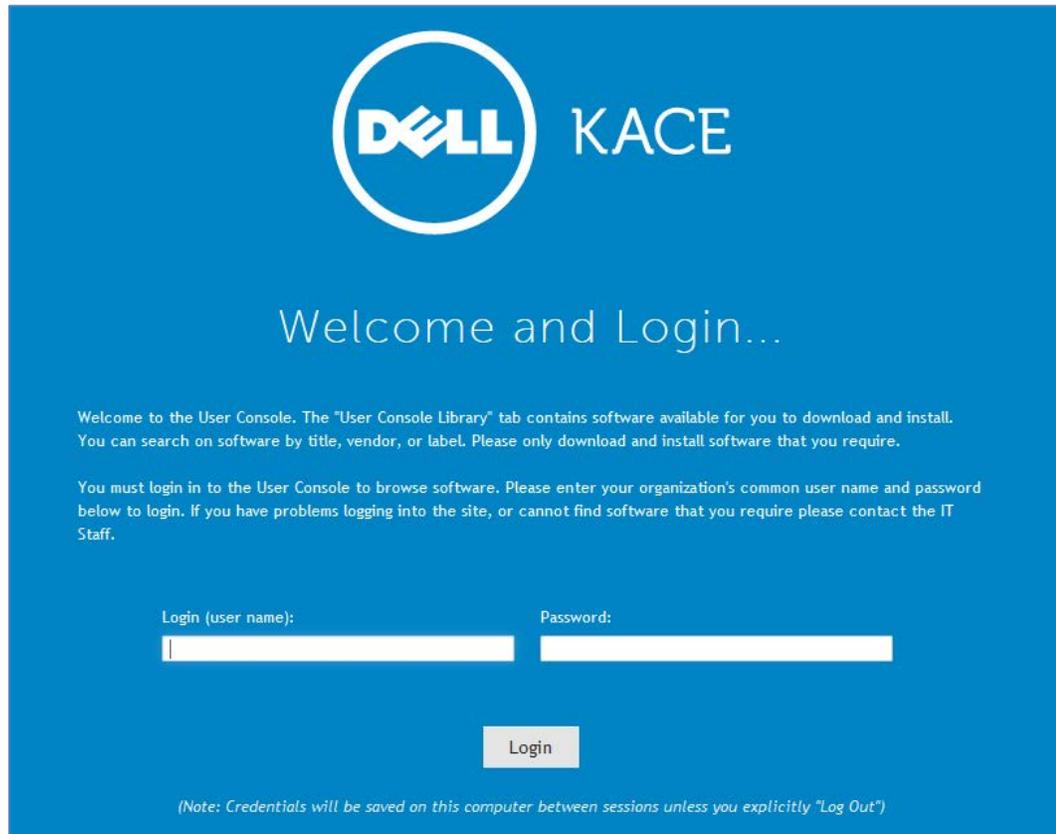


Figure 2

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

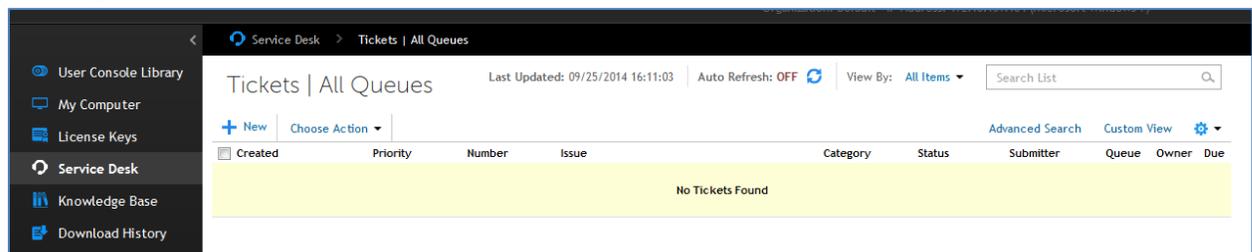


Figure 3

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

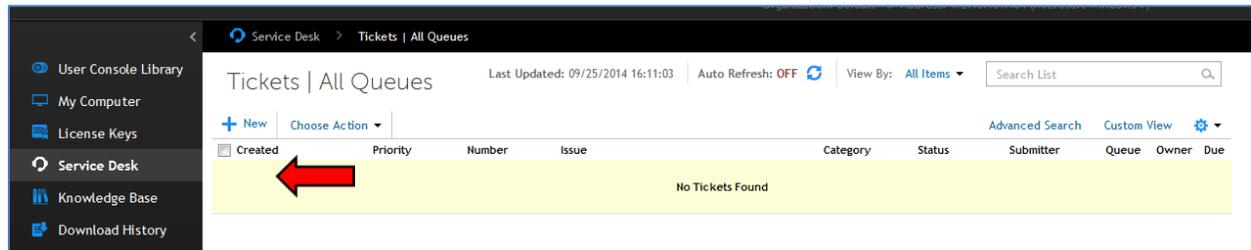


Figure 4

- 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.)

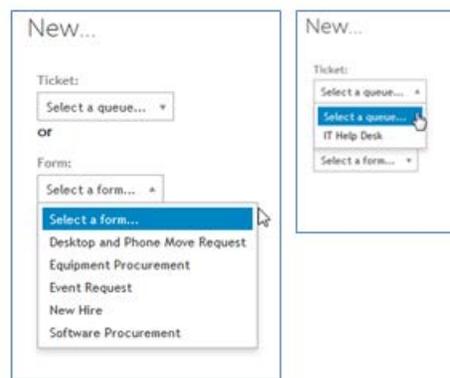


Figure 5

- 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.

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- 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.

The screenshot shows a web form titled "Ticket Detail | IT Help Desk". The form contains several input fields and dropdown menus, all marked as required. The fields are arranged in two columns. The left column includes: Issue (text input), Category (dropdown menu), Department (text input), Room (ex:25A) (text input), Address (text input), FA Tag # (ex:123456) (text input), and Submitter (text input with a pencil icon). The right column includes: Site (dropdown menu), Building (ex:119) (text input), Telephone (text input), and Serial Number (text input). Below the Submitter field is a large text area for the Comment. At the bottom of the form, there is an Attachment section with a "Browse..." button and "No file selected." text, and two buttons: "Save" and "Cancel". A note at the bottom right of the form says "Click SAVE at the bottom of the screen to submit."

Figure 6

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7. 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)**
I do not know how to use a computer

Category: **(required)**
Education & Training

Status:
New

Owner:

Site: **(required)**
Main Campus

Building (ex:119): **(required)**
139

Room (ex:25A): **(required)**
146

Serial Number:

Impact: **(required)**
User

Priority:
Critical

Computer Name:
Unassigned

Department: **(required)**
IT

Assigned Group:
Customer Service

Telephone: **(required)**
555-555-5555

FA Tag # (ex:123456):

Click SAVE at the bottom of the screen to submit.

Due:
 None
 08/16/2014

Figure 7

8. 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).

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<input type="button" value="Save and List"/>	<input type="button" value="Add Comment"/>	<input type="button" value="Add Work"/>	<input type="button" value="Duplicate"/>	<input type="button" value="Create Knowledge Base Article"/>	<input type="button" value="Cancel"/>
Action					
<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".					
<ul style="list-style-type: none">• Changed ticket Due from "08/16/2014" to "None".					
<ul style="list-style-type: none">• Changed ticket Status from "New" to "Active".					
<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".					
<ul style="list-style-type: none">• Ticket Created					

Figure 8

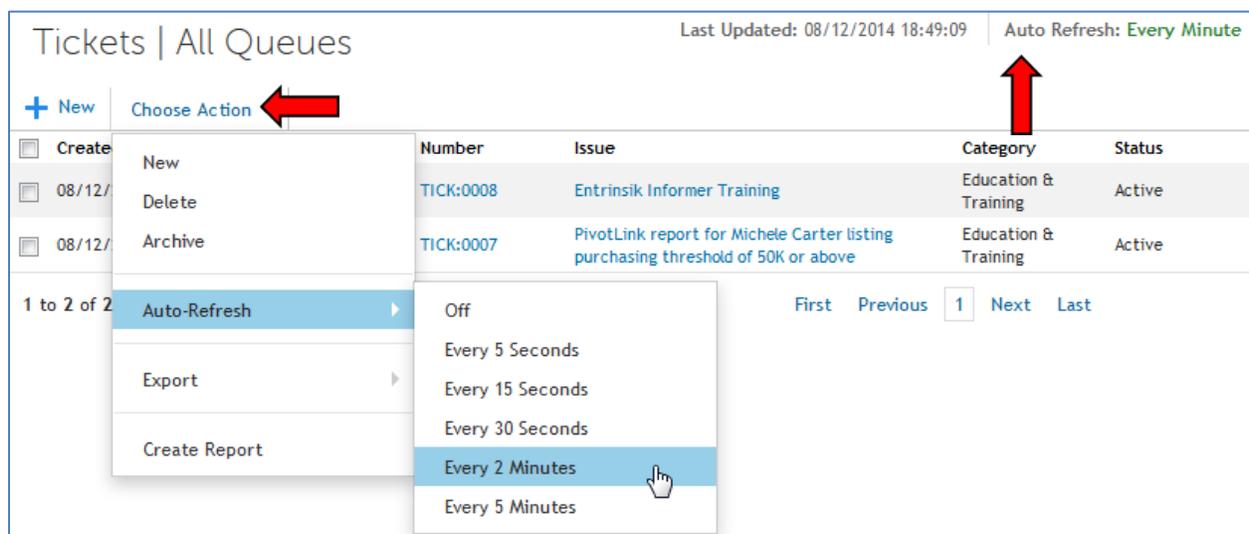
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Canceling a Ticket

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 'Auto Refresh' status. On the left, a '+ New' button is visible, and a 'Choose Action' dropdown menu is open, with a red arrow pointing to it. The 'Auto-Refresh' option is selected, and a sub-menu is displayed with options: 'Off', 'Every 5 Seconds', 'Every 15 Seconds', 'Every 30 Seconds', 'Every 2 Minutes' (highlighted with a mouse cursor), and 'Every 5 Minutes'. Below the menu, there are pagination controls: '1 to 2 of 2', 'First', 'Previous', '1', 'Next', and 'Last'. The main table contains two rows of ticket data:

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

Figure 9