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).

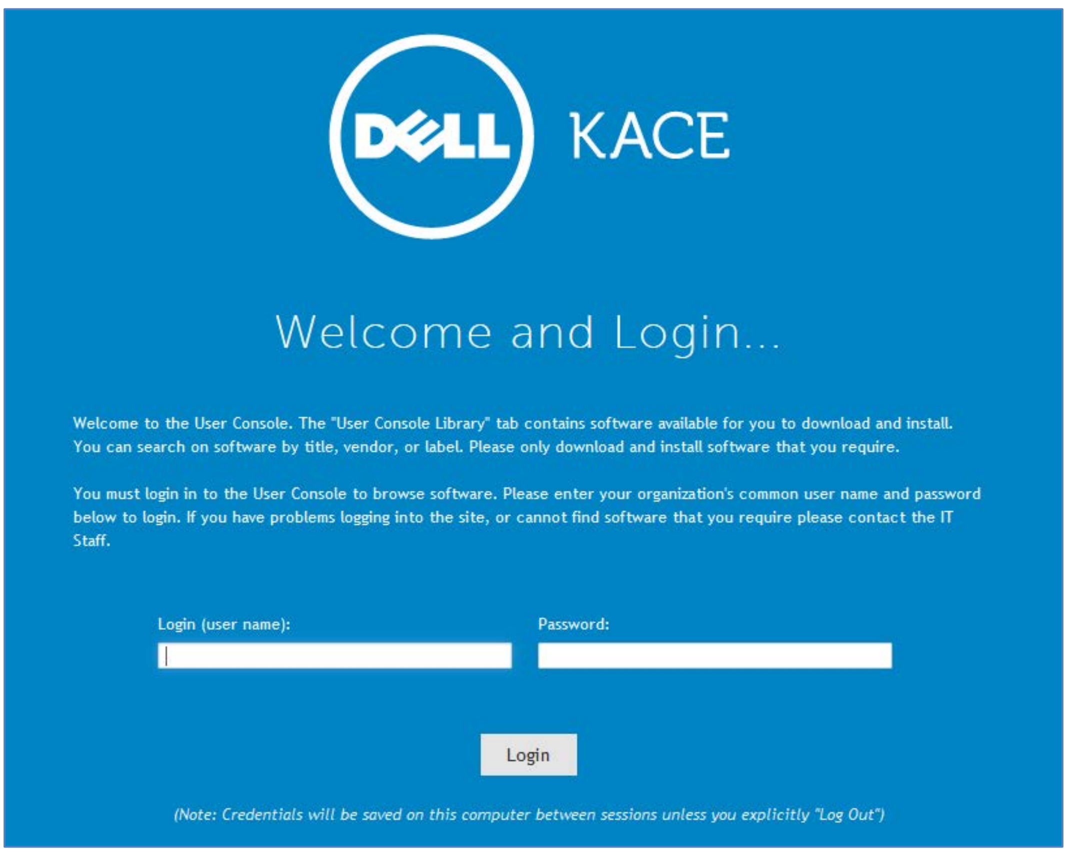

Figure 2

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

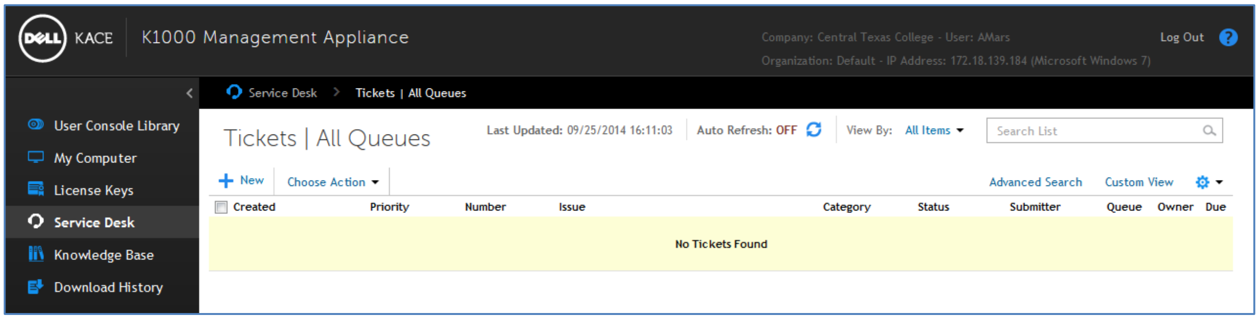

Figure 3

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

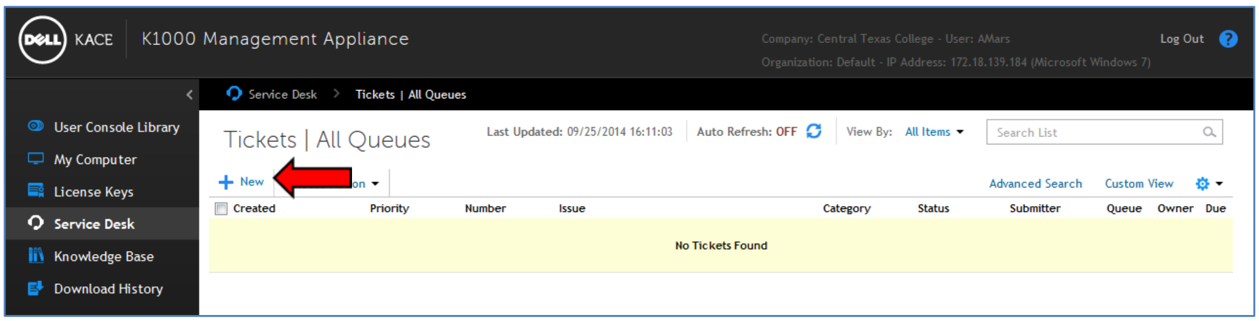

Figure 4

5. 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.)

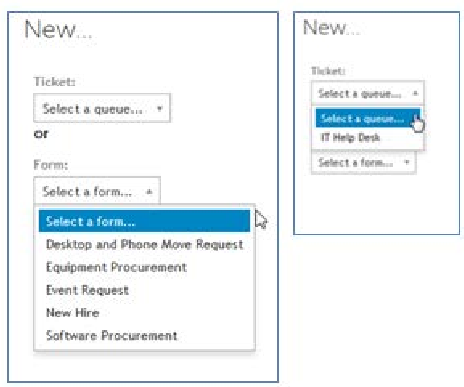

Figure 5

6. 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.

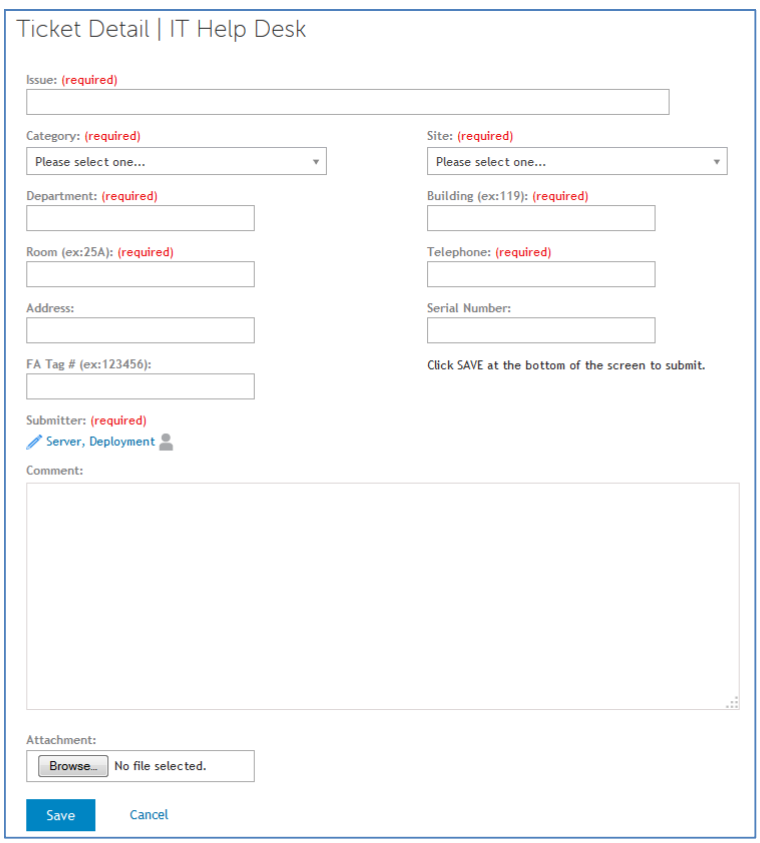

Figure 6

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

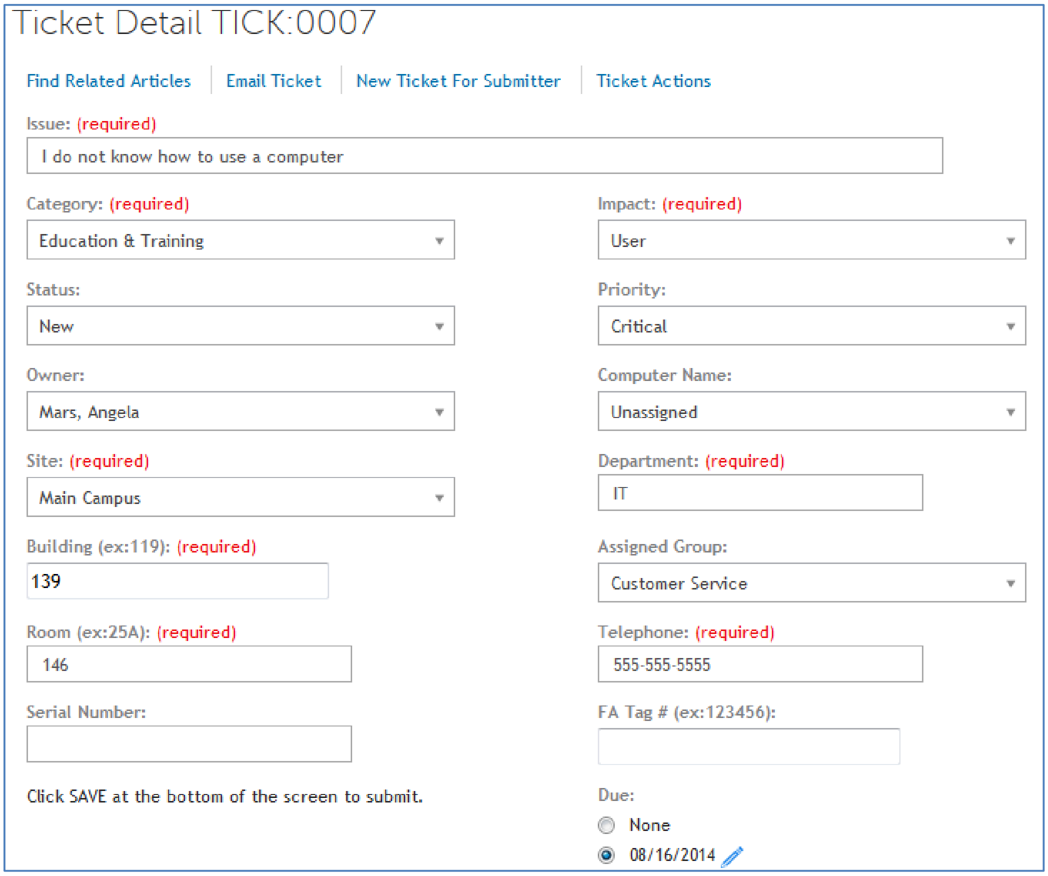

Figure 7

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).

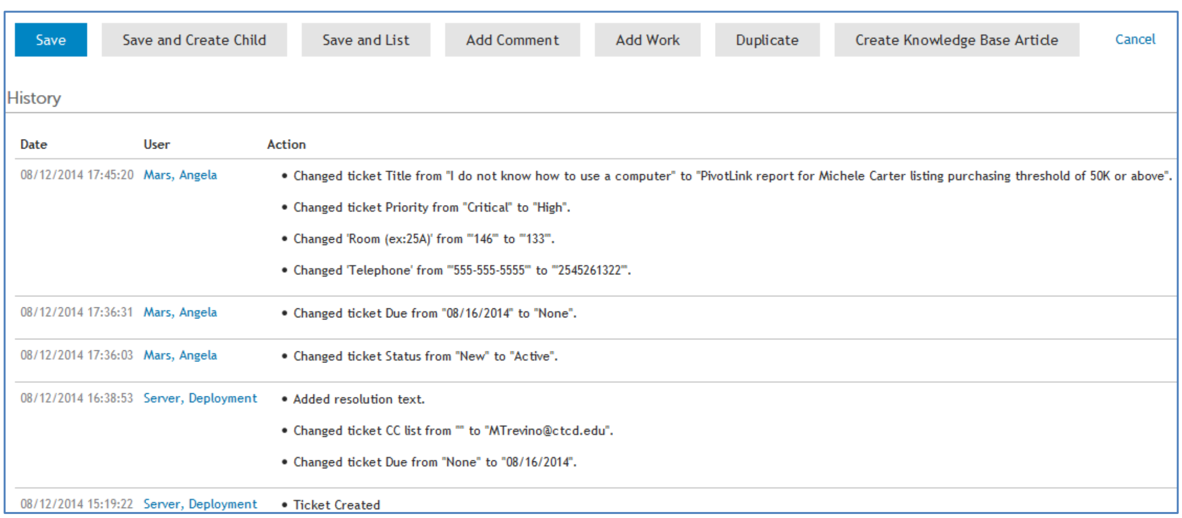

Figure 8

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).

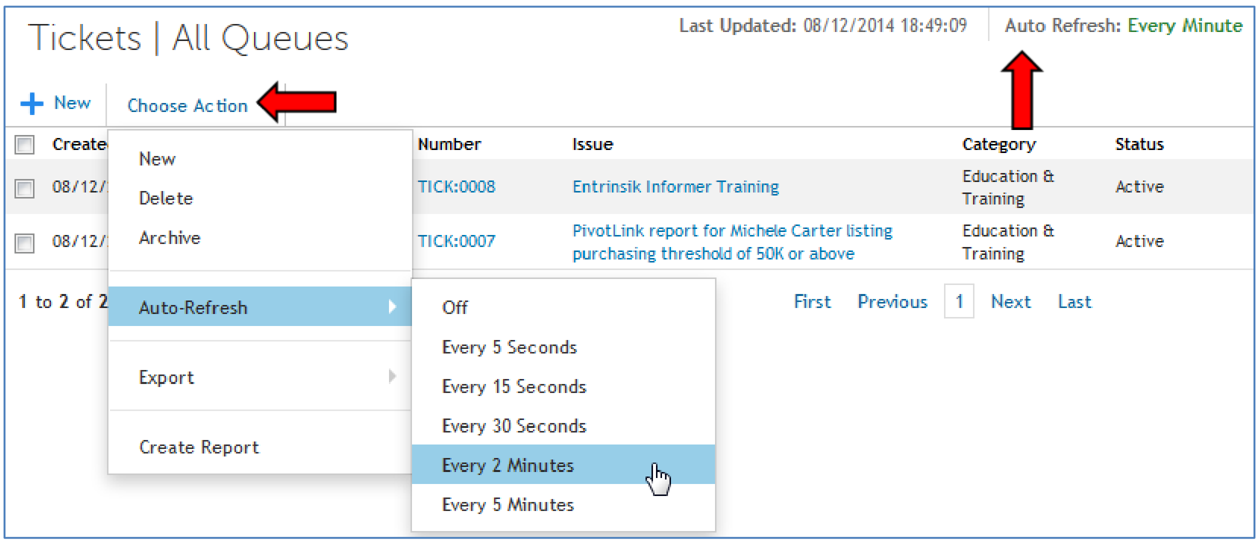

Figure 9