

## Web Help Desk Ticket System (Remedy Replacement)

The Office of Information and Technology has replaced our current call tracking system, Remedy, with a new call tracking system, Web Help Desk.

Staff may access and submit their own tickets via Web Help Desk internally at [ppshelpdesk.com](http://ppshelpdesk.com). Your login username and password is the same as your PPSCentral username and password.

Staff can view a training video for Web Help Desk on the Call Center's webpage. It is a simple to use application and allows the user to input their own help ticket as well as view the status of a ticket they have previously opened. As always you still can submit your help requests to zz-trouble or via 412.390.2790.

When the ticket is created you will receive an email alerting you of the ticket number. You will receive an email when the ticket is resolved asking you if the ticket is resolved. If the ticket is resolved you will click on the "Yes", if it is not resolved you should click on "No".

If you have any questions please email [zz-trouble@pghboe.net](mailto:zz-trouble@pghboe.net) for assistance.

The screenshot shows an email notification from the PPS Web Help Desk. The header includes the sender (PPS Web Help Desk), recipient (Nancy Rosso), and subject (Please respond: Ticket 352 Resolved (Updated) --> I am trying to enter Perm Records for student 0...). The main body of the email thanks the user for using the help desk and states that their ticket (352) has been resolved. Below this is a feedback section with a question 'Was your issue resolved?' and two buttons: 'Yes' (green) and 'No' (red). The ticket information section provides details such as Ticket No. (352), Report Date (1/10/11 10:15 am), Reporter (Nancy Rosso), Location (Administration Building), Tech (Nancy Rosso), and Status (Resolved). The Request Type is 'RTI > Issue > Permanent Records'. The Request Detail section contains the text: 'I am trying to enter Perm Records for student 0001234567 and received an error message stating "Invalid Semester" 412.390.2790'. At the bottom, there is a 'Notes' section with an 'Add Note' button and a table with columns for Date, Name, and Note Text. The Recipients section lists Nancy Rosso with the email address <nrosso1@pghboe.net>.

From: PPS Web Help Desk [webhelp@pghboe.net]  
To: Rosso, Nancy L  
Cc:  
Subject: Please respond: Ticket 352 Resolved (Updated) --> I am trying to enter Perm Records for student 0...

Nancy, thank you for using the help desk. Your ticket (352) has been resolved.  
Please confirm the resolution.

**Feedback**

Was your issue resolved?

**Ticket Info**

Ticket No.: [352](#)  
Report Date: 1/10/11 10:15 am  
Reporter: Nancy Rosso  
Location: Administration Building  
Tech: Nancy Rosso  
Status: Resolved  
Request Type: RTI > Issue > Permanent Records  
Request Detail: I am trying to enter Perm Records for student 0001234567 and received an error message stating "Invalid Semester" 412.390.2790

**Notes**

Date	Name	Note Text
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**Recipients**

Nancy Rosso <nrosso1@pghboe.net>