

# TechConnect Service Desk

## What is the TechConnect Service Desk?

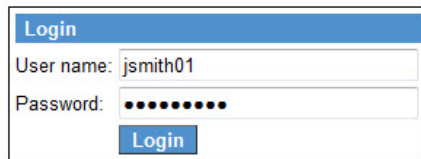
TechConnect Service Desk provides quick access to all of your technology needs at Tufts. Use the site to request technical support, report an issue, and check the status of previous submissions.

## Logging In

Log in to TechConnect Service Desk using your Tufts Username (UTLN) and Password.

To log in:

1. Go to <http://it.tufts.edu>.
2. In the **Need Help** section of the screen, click **Go to Service Desk**. The Login screen displays.



3. Enter your Tufts Username and Password, and click **Login**. The main page of TechConnect Service Desk displays.

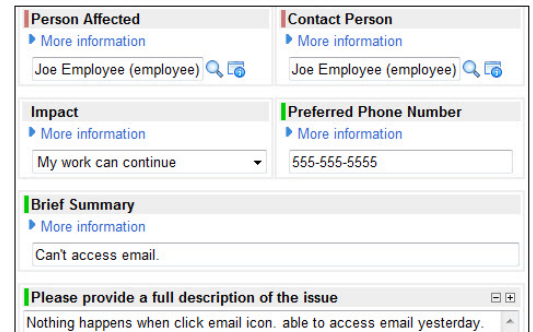
## Submitting an Incident

An Incident is a report of an issue about something that is not working. For example, an Incident might be: *I cannot access my email, I cannot connect to the Internet, or I am unable to print*. When you submit an Incident, the system recognizes you and sends your Incident to the correct IT Support group to provide you with assistance.

To submit an Incident:

1. Log in to the TechConnect Service Desk.
2. Click **Submit an Incident**. The Incident Report screen displays. Some of the fields (such as your name) are already filled in.
3. Complete or change the fields as necessary:
  - a. **Person Affected:** Leave your own name here or change the name if you are reporting an incident on behalf of someone else. Click the magnifying glass icon (🔍) to search for another person's name.
  - b. **Contact Person:** Leave your own name here or change the name if someone other than yourself should be contacted about this Incident.
  - c. **Preferred Phone Number:** Enter the phone number you would like a Technician to use in order to reach you. This number will not be saved or published.
  - d. **Impact:** Click the down arrow and select the phrase that best describes the impact of the Incident on your work.

- e. **Brief Summary:** Enter a one-line summary to help the Technician quickly know what the problem is.
- f. **Please provide a full description of the issue:** Enter more complete information to describe the problem.



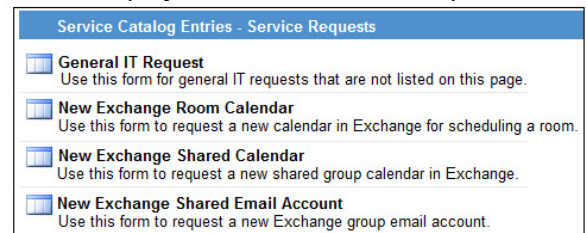
4. Click **Submit** at the bottom of the screen.

## Submitting a Request

A Request is an inquiry for information, advice, or access to an IT service. For example, a Request might be: *I would like access to a server, I would like to have software installed, or I would like an account created*. When you submit a Request, the system recognizes you and sends your Request to the correct IT Support group.

To submit a Request:

1. Log in to the TechConnect Service Desk.
2. Click **Submit a Request**. The Service Catalog screen displays with a list of service options.



3. Select the Request that best applies to your need. If you are unsure of which to select, click **General IT Request**. The Request Form screen displays. Some of the fields (such as your name) are already filled in. The fields on this screen vary, depending on the Request you selected.

## TechConnect Service Desk

- Complete the fields included on the form.

Please select the category of your request  
Network & Connectivity

Requested For  
Jane Doe (jdoe)

Preferred Phone  
555-555-5555

Contact Person  
Jane Doe (jdoe)

Please provide a full description of your request  
Need access to Server X to access dept files.

- On the right side of the screen, click **Order Now**.

Order this Item

Order Now

- In the **Check Status** box, click **Open Incidents & Requests**. Your Incidents and Requests appear in a list.
- Click the Incident Number or Request Number. The Incident or Request form displays.
- Enter or change information in any of the following fields:
  - Affected Client:** Change the name to reflect the name of the person experiencing the Incident or placing the Request.
  - Contact Person:** Change the name to reflect the name of the person who should be contacted about this Incident or Request
  - Preferred Phone Number:** Change the phone number of the contact person, if necessary.
  - Impact:** Update your choice of phrase that best describes the impact of the reported Incident or Request.
  - Additional Comments:** Enter new comments about the Incident or Request to provide the Technician with additional information.

### Checking the Status of an Incident or Request

The TechConnect Service Desk allows you to access all the Incidents and Requests for which you are the Contact Person, Affected Person, or Submitter. All Incidents and Requests are listed, regardless of how they were submitted (via TechConnect Service Desk, phone calls to IT Support, or emails to IT Support).

- Log in to the TechConnect Service Desk.
- In the **Check Status** box, click **Open Incidents & Requests**. Your Open Incidents and Requests appear in a list. Open Incidents and Requests are those that have not yet been closed (fixed/completed) and are still being worked on.

Number	State	Short description
INC0010728	Open	Can't remember password
INC0010726	Open	Can't access email.
INC0010716	Open	Wireless Internet access not working

- Click the Incident Number or Request Number. The Incident or Request form displays.
- Read through the **Additional Comments** section to learn about the progress of the work.

Additional comments (Client Visible):

Technician visit to repair Internet connection in your ofc scheduled for Friday 10 a.m.

### Updating an Incident or Request

You may want to add additional information to an Incident or Request that you have already submitted.

To update an Incident or Request:

- Log in to the TechConnect Service Desk.

- Click **Update**. The Technician receives an Email Notification with your changes and Additional Comments.

### Email Notifications about Your Incidents or Requests

If you are the Contact Person specified in an Incident or Request, you will receive an email whenever any of the following events occur:

- An Incident or Request is created in the system
- An Incident or Request is assigned to a Technician
- Additional Comments are added or updated by a Technician
- An Incident or Request is resolved.
- An Incident or Request is reopened.

If you receive an Email Notification, reply to the email or visit the TechConnect Service Desk to update your Incident and Request. Entering information in the Additional Comments section is one of the easiest ways to communicate with the Technician.

The Technician assigned to your Incident or Request receives an Email Notification whenever you update information about the Incident or Request.