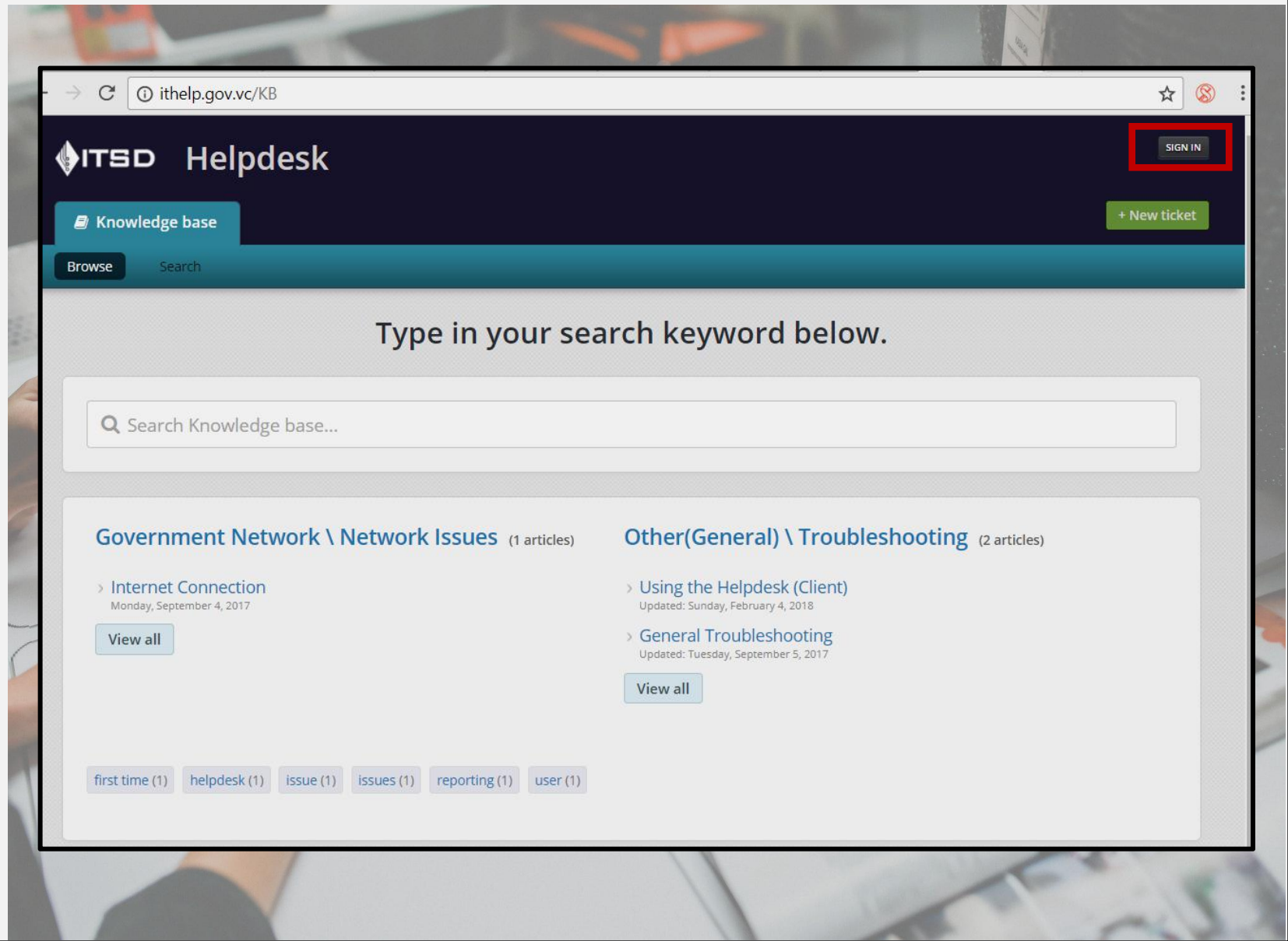
ITSD

HELPDESK MANUAL

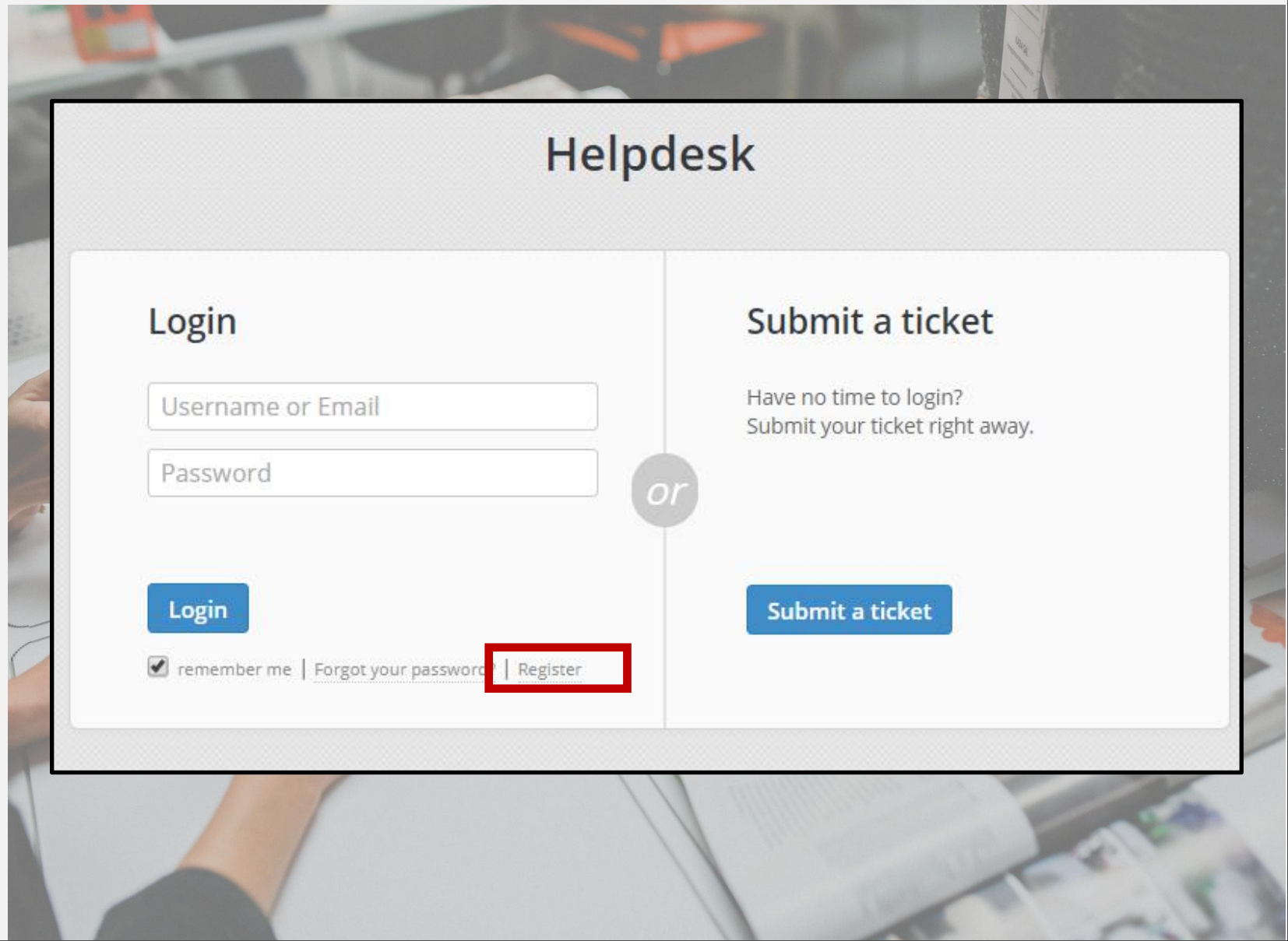
ACCESS

- ithelp.gov.vc
- Click Sign In



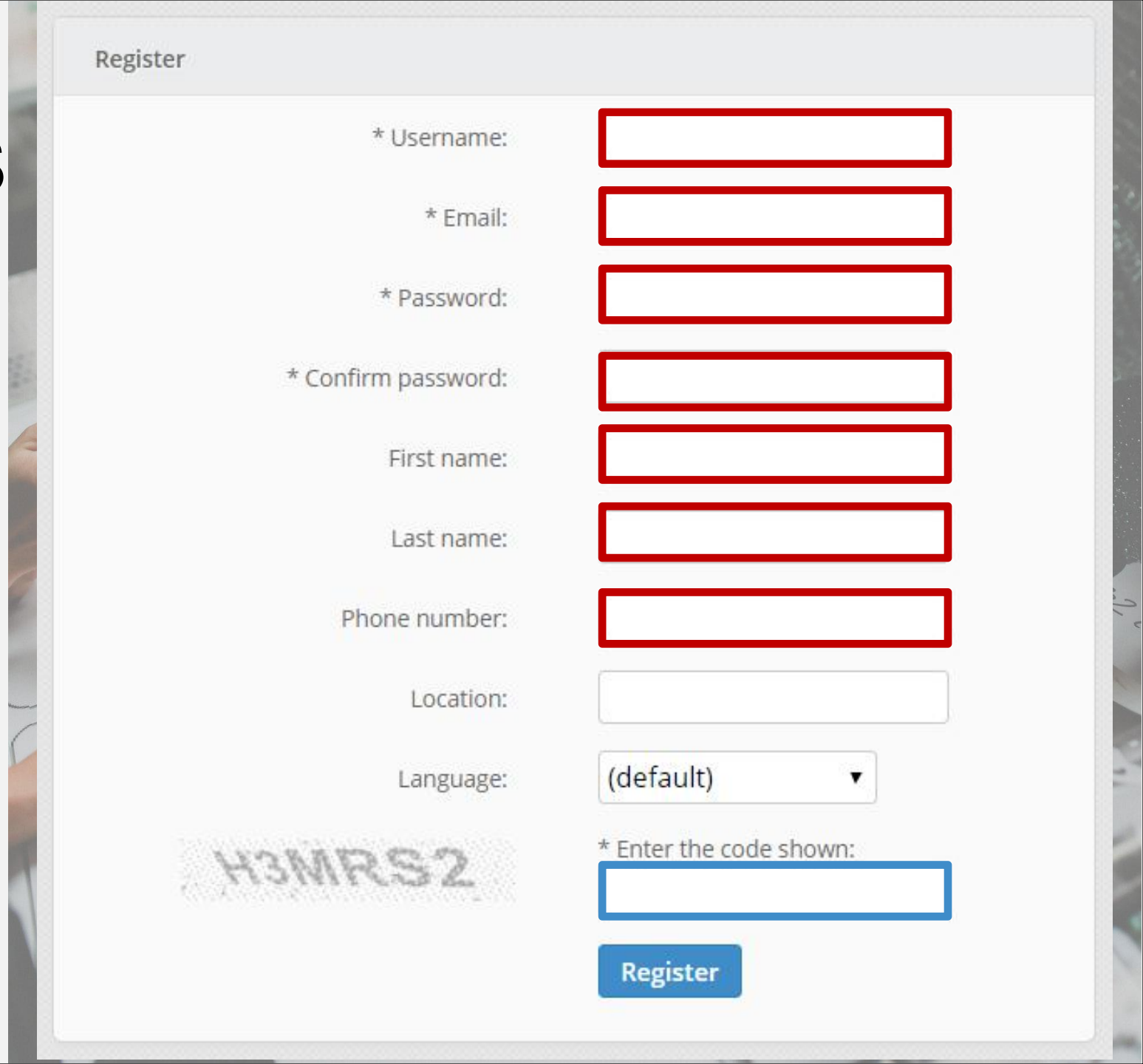
REGISTER

- Click Register



ENTER DETAILS

- Fill in all fields marked in red.



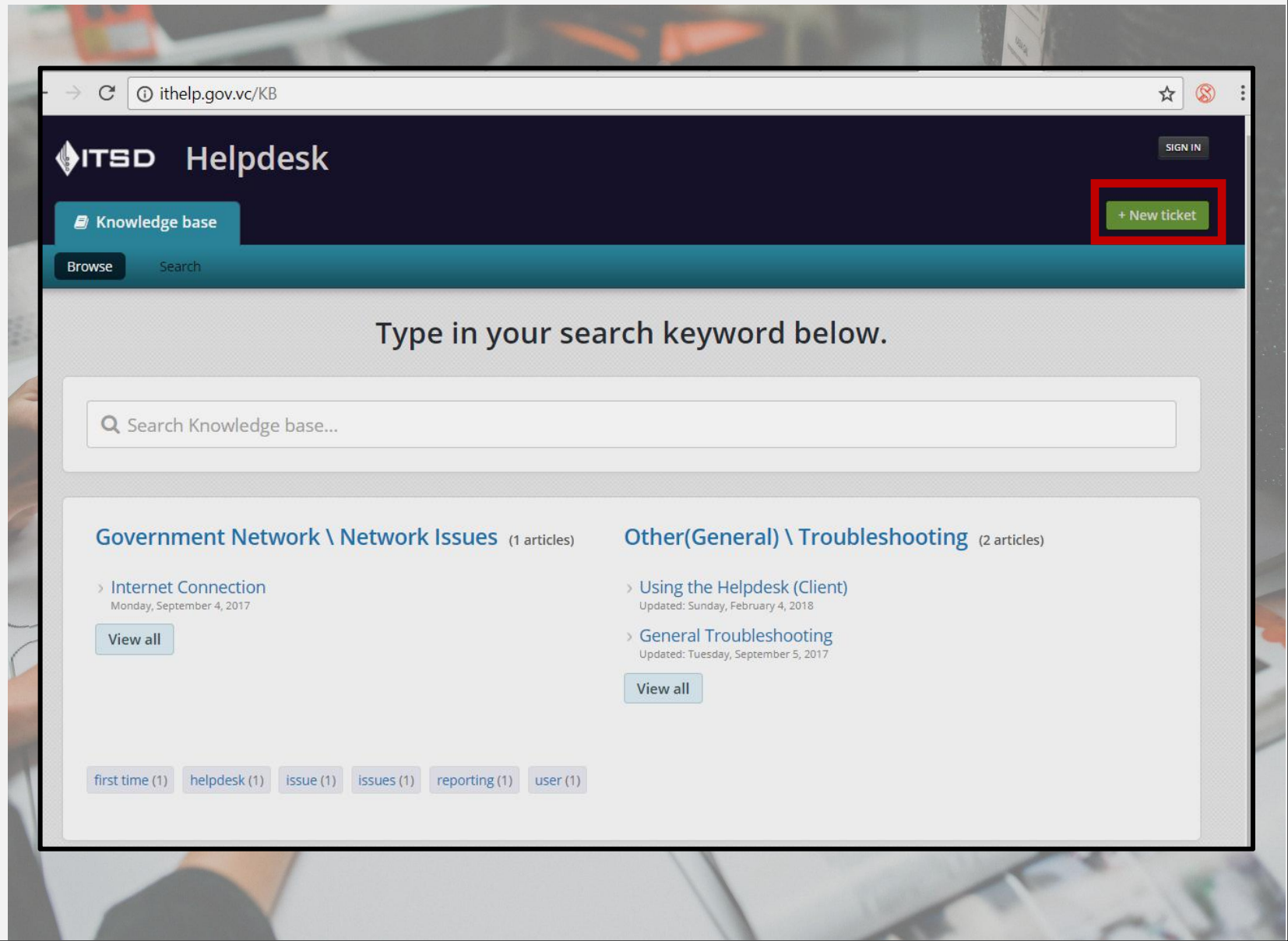
What can I do?

- submit support tickets (request for a problem to be resolved) to the system
- check for updates on tickets I have submitted
- search and read Knowledge Base articles
- NOTE: *You should **NOT** submit a ticket for someone else unless you are an ITSD Technician.*

Submitting Tickets

NEW TICKET

- ithelp.gov.vc
- Click +New Ticket



New ticket

Please ensure that you use a short descriptor in the subject area, and describe your issue clearly in Ticket Details. Ensure that you fill in your Ministry, Department, and Name.

Try to select an appropriate category for your issue/request. If in doubt, choose Troubleshooting.

If this is your first time please read: Manual

Subject

Subject

Ticket details

Troubleshooting

priority - Normal

attach a file...

* Ministry Ministry of Finance, Economic Planning, Sustainable Development and Information Technology

* Department ITSD

* Contact Person/Owner Contact Person/Owner

* Contact Number/ Ext. Contact Number/ Ext.

Submit

Tickets

- You must fill in the ticket fields, namely: Subject, Ticket Details, Ticket Category and Priority.
- You can also attach any picture/screenshot of the issue, or any related document
- You can choose from a dropdown list: Ministry & Department
  - The defaults are Ministry of Finance… and ITSD, so please choose YOUR MINISTRY/ DEPARTMENT.
- You then type YOUR name and WORK contact number
- **All fields are required.**

Subject

Short subject e.g. “Printer Jam”

Enter your ticket details:
What happened?
When and where did it occur?
What did you do before the problem occurred?

Ticket category

Attach a screenshot or photo (optional)

Troubleshooting

priority - Normal

attach a file...

* Ministry: Ministry of Finance, Economic Planning, Sustainable Development and Information Technology

* Department: ITSD

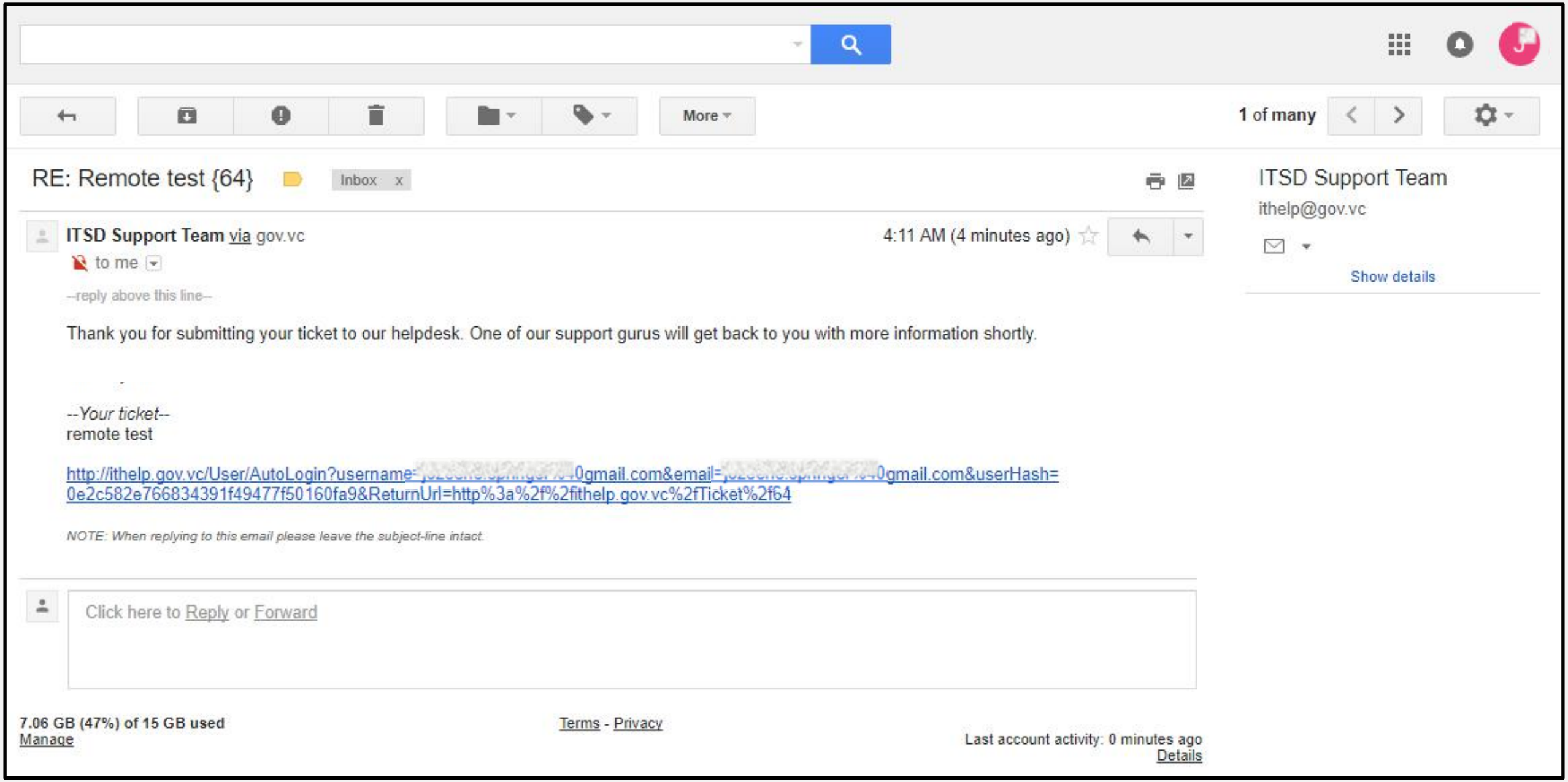
* Contact Person/Owner: Contact Person/Owner

* Contact Number/ Ext.: Contact Number/ Ext.

YOUR name & WORK number

Submit

You will receive confirmation by email that the ticket was submitted



More

1 of many

RE: Remote test {64}

Inbox x

ITSD Support Team via gov.vc

4:11 AM (4 minutes ago)

to me

--reply above this line--

Thank you for submitting your ticket to our helpdesk. One of our support gurus will get back to you with more information shortly.

--Your ticket--
remote test

http://ithelp.gov.vc/User/AutoLogin?username=[redacted]0gmail.com&email=[redacted]0gmail.com&userHash=0e2c582e766834391f49477f50160fa9&ReturnUrl=http%3a%2f%2fithelp.gov.vc%2fTicket%2f64

NOTE: When replying to this email please leave the subject-line intact.

Click here to Reply or Forward

ITSD Support Team
ithelp@gov.vc

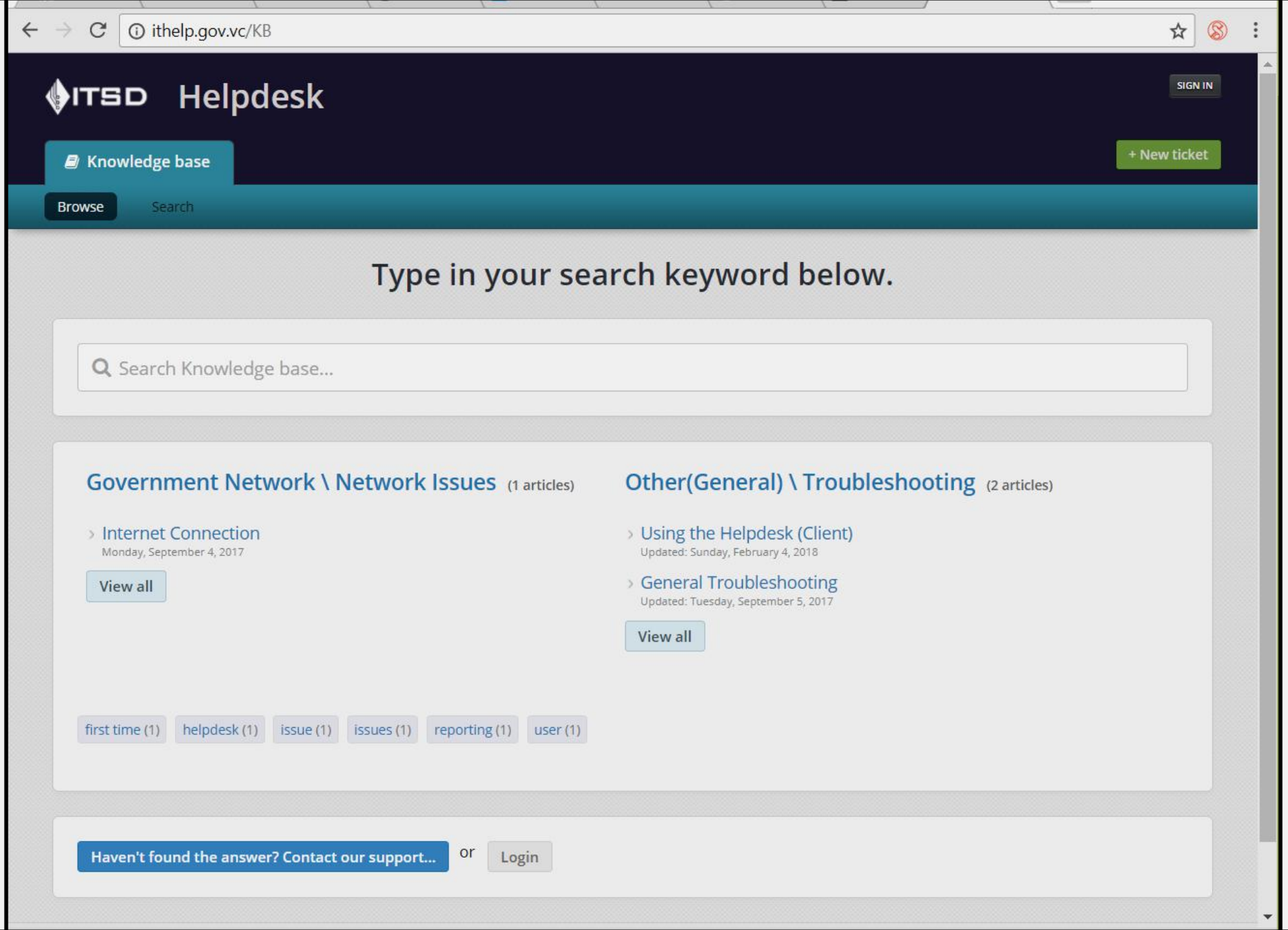
Show details

7.06 GB (47%) of 15 GB used
Manage

Terms - Privacy

Last account activity: 0 minutes ago
Details

Knowledge Base (FAQs)

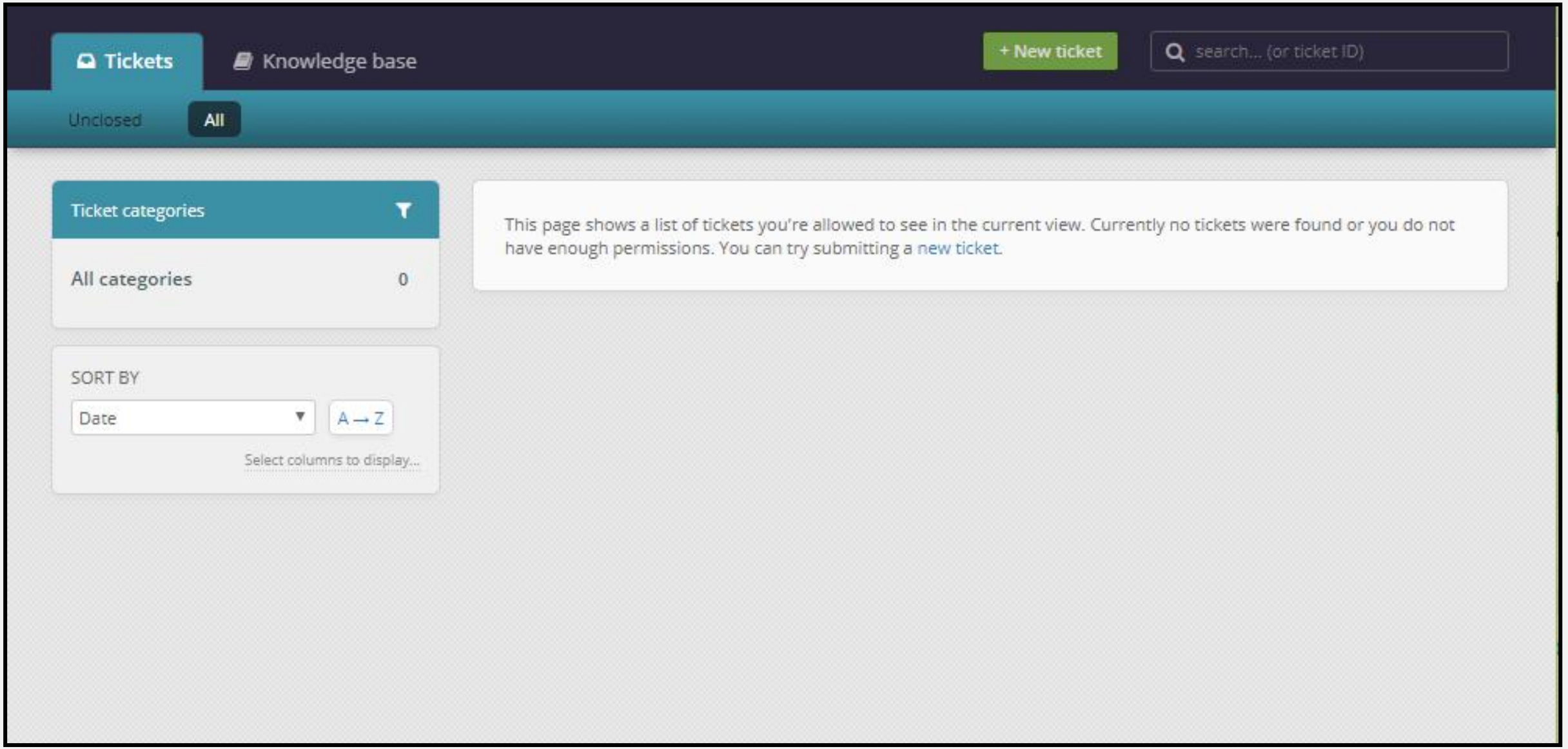

ithelp.gov.vc/KB
ITSD Helpdesk
SIGN IN
Knowledge base
+ New ticket
Browse
Search
Type in your search keyword below.
Search Knowledge base...
Government Network \ Network Issues (1 articles)
Internet Connection
Monday, September 4, 2017
View all
Other(General) \ Troubleshooting (2 articles)
Using the Helpdesk (Client)
Updated: Sunday, February 4, 2018
General Troubleshooting
Updated: Tuesday, September 5, 2017
View all
first time (1)
helpdesk (1)
issue (1)
issues (1)
reporting (1)
user (1)
Haven't found the answer? Contact our support...
or
Login

Knowledge Base

- The knowledge base is a collection of articles that are meant to help you **troubleshoot** IT problems on your own, or **find answers to questions** that you might have.
- These articles are available without logging in.
- Just type in your keyword, or click a category

Checking for Updates

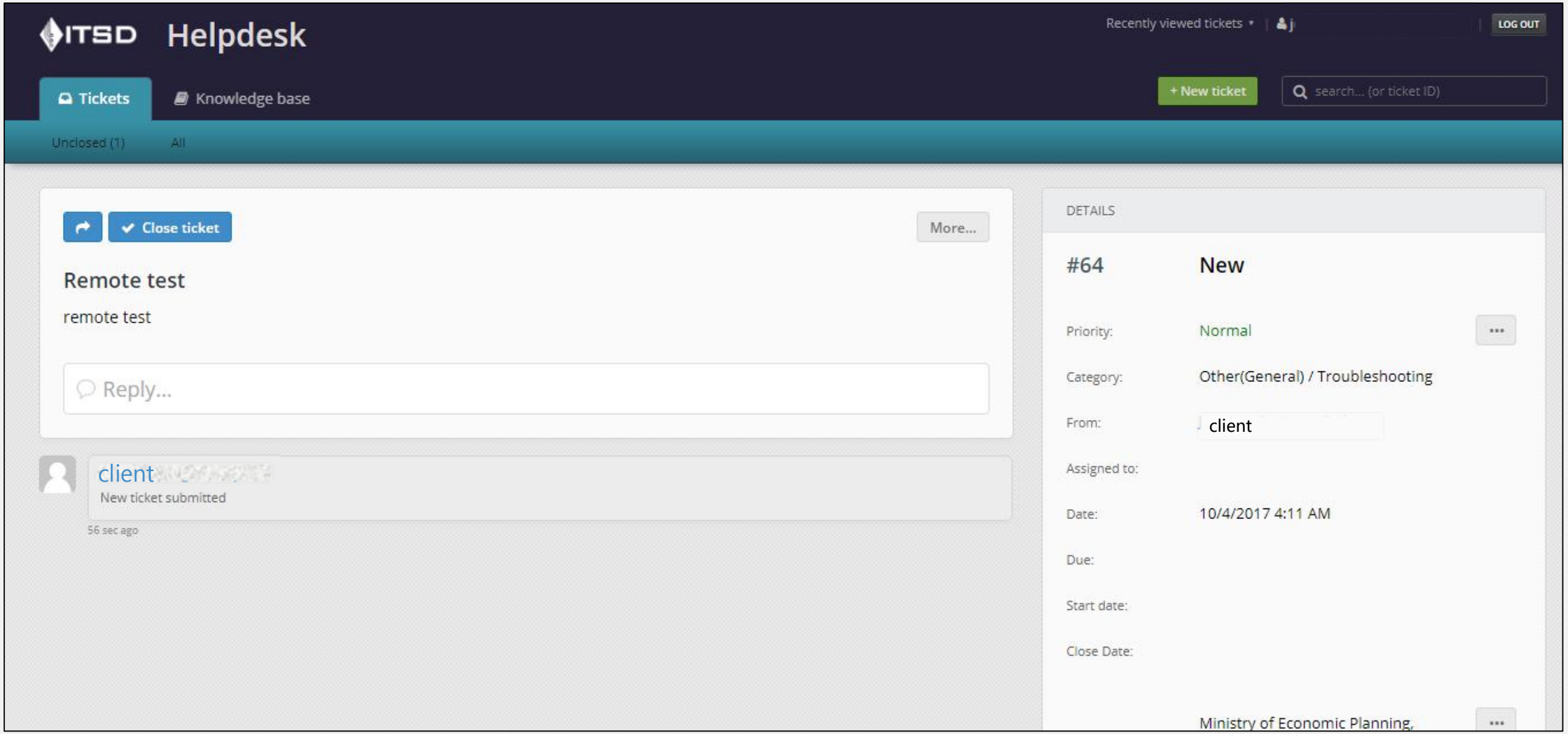
Checking for updates – Tickets Tab



Ticket Status

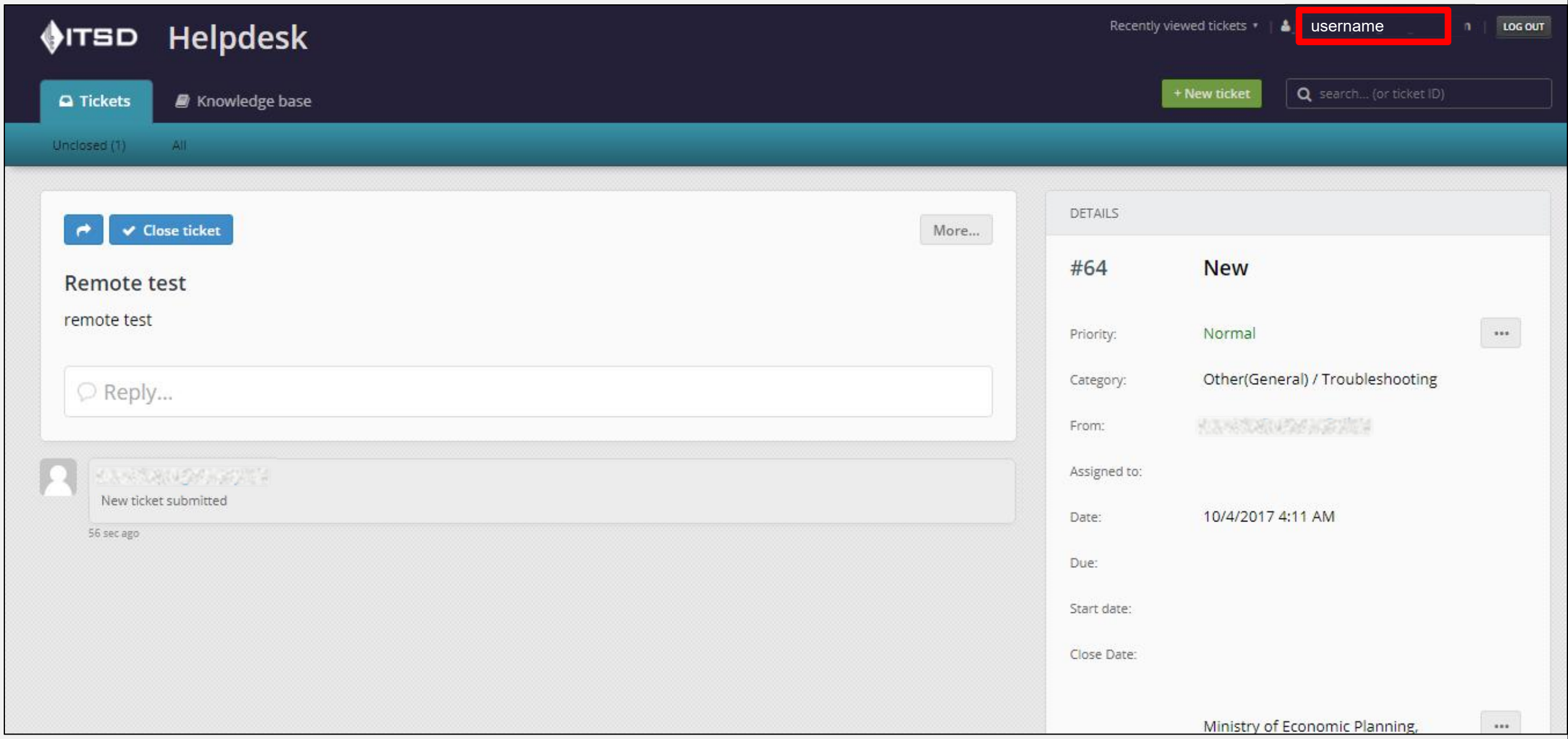
- Each ticket has a status. This indicates the progress of the issue that is being tracked.
- New – a ticket was submitted but none of the technicians have replied or taken it over as yet.
- In progress – these tickets are in the process of being resolved – technicians should be interacting with the ticket submitter
- Closed– the ticket has been resolved and closed. Closed tickets can be reopened, in which case they go back to the "In progress" status.

Ticket Details

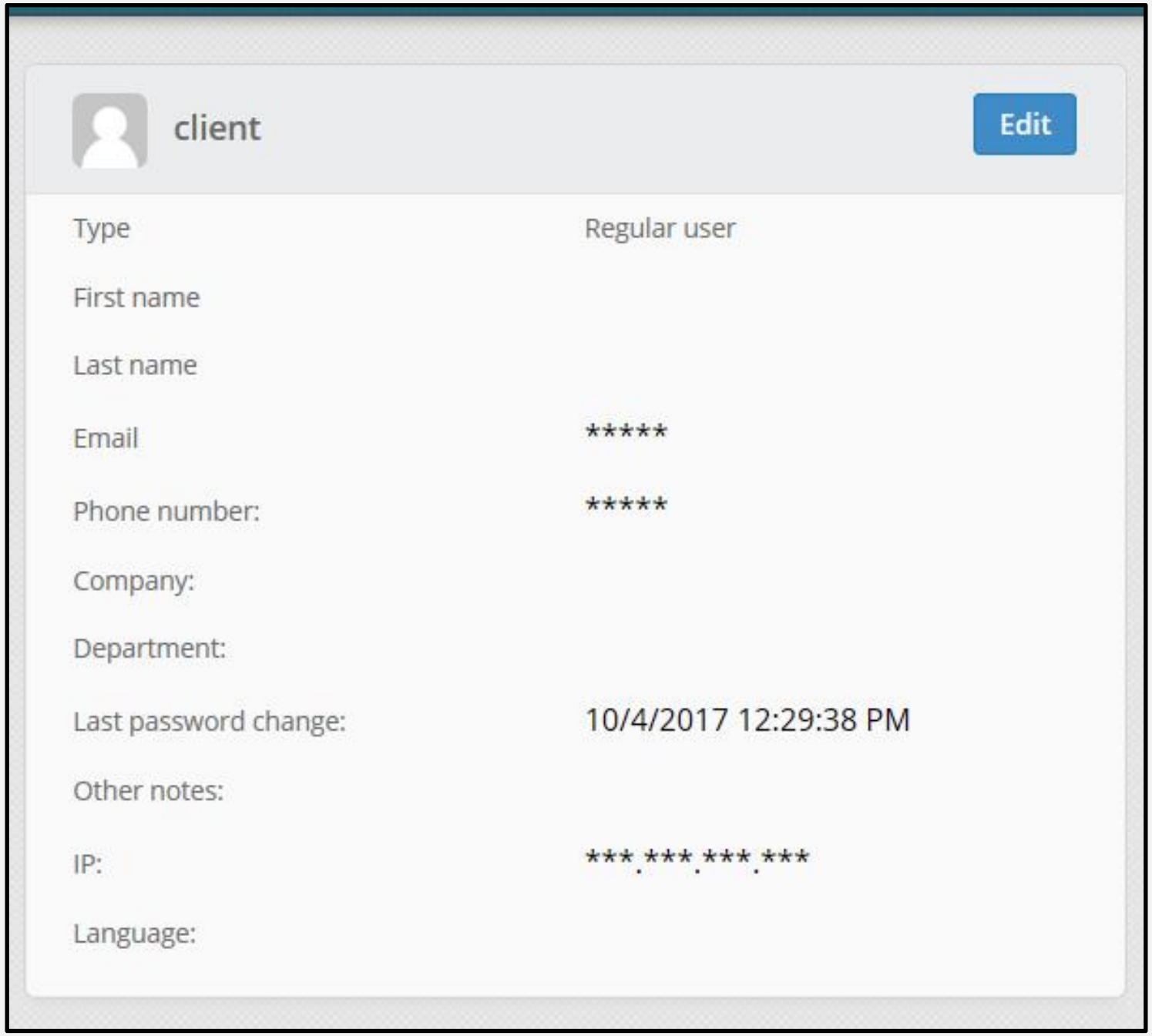


Editing your profile

1. Click on user name



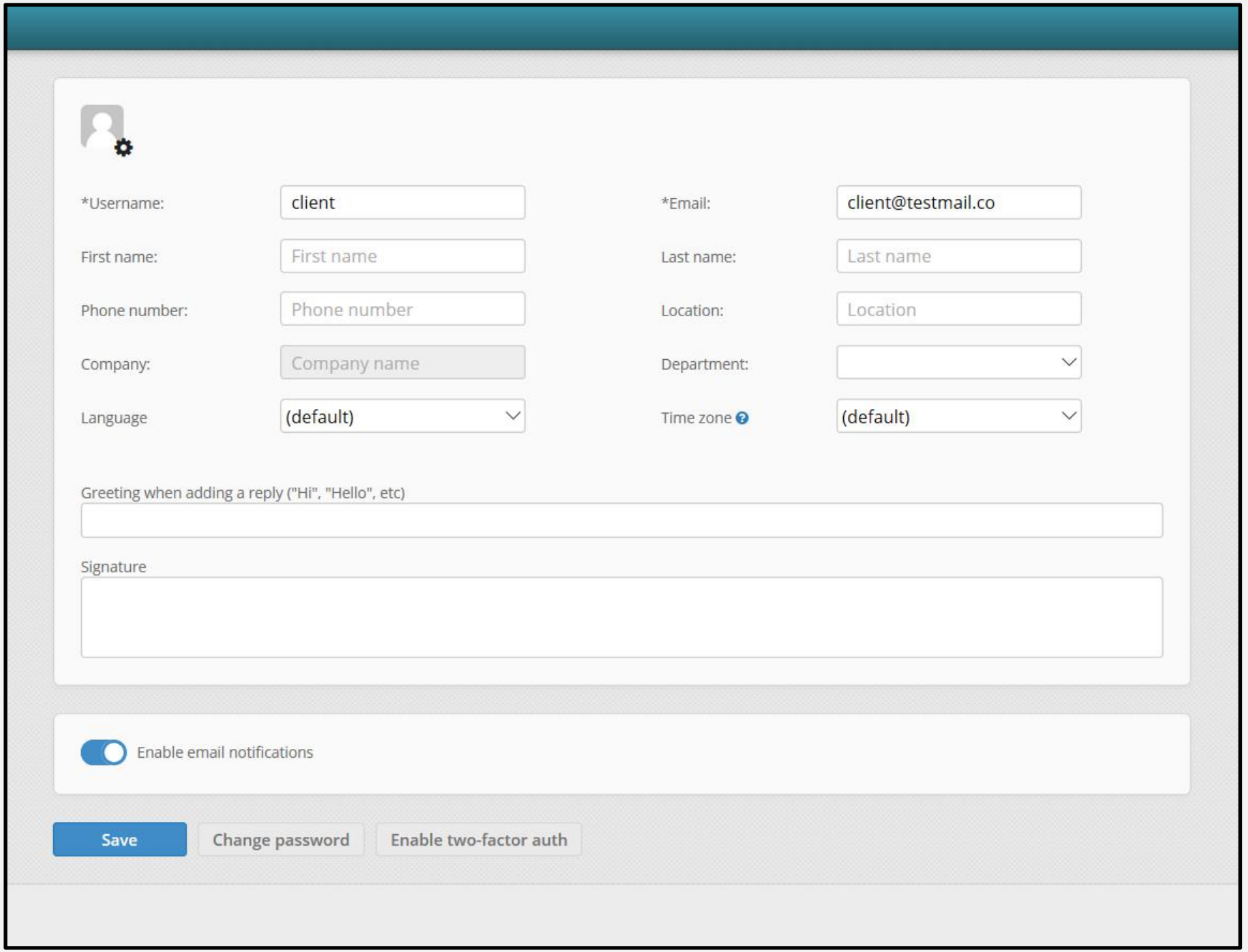
2. Click Edit


client
Edit
Type
Regular user
First name
Last name
Email
*****
Phone number:
*****
Company:
Department:
Last password change:
10/4/2017 12:29:38 PM
Other notes:
IP:
..***.***
Language:

3. Make changes

NOTE:

Make sure to change your helpdesk password every 3 months.



Thank You

For using ITSD Helpdesk