Using the NDUS Help Center (Remedy) application for ConnectND access control requests

1. **NDUS Help Center application history**

   The NDUS Help Center application is a problem tracking system used by the computer support professional on all of the campuses within the NDUS, including ConnectND, ODIN and IVN. It is a custom program developed using Remedy ARS.

   Users can enter a ticket into the system by completing the web page at [http://www.help.nodak.edu](http://www.help.nodak.edu)

   Support professionals can create, review and modify tickets by using the NDUS Help Center client.

   The application was designed to share information between the campuses of the university system, so there are no limitations in terms of what information you have access to and what you do not have access to.

   We ask that you please do not “browse” around in other groups or other campuses tickets unless you have a direct need to do so.

   A reminder that some of the information found in this application may be considered “confidential.” Please consider all the information as if it were “confidential.”

2. **Location of NDUS Help Center client**

   [http://www.help.nodak.edu/helpdesk](http://www.help.nodak.edu/helpdesk)

   Click the “Software” link

   Click “IBM PC User Tool” (ARS_client_5.exe)

   Save to your local hard drive or other location.

   Run installer (ARS_client_5.exe). When asked for an options, select the default option. When asked to enter the server information, just skip this, the server information will automatically be entered at the end.

   *** DO NOT reboot you computer when it asks to. This will cause problems with the install.***
3. **Access**

You will be sent a username and password to access the NDUS Help Center application. Both, the username and password, are case sensitive.

If you forget your username or password, please contact your local Help Desk, they can reset your password there.

4. **Using**

There are several ways to start the NDUS Help Center application, either double click the “Remedy User” icon on your desktop or Start->All Programs ->Action Request System->Remedy User

![Login - Remedy User](image)

Enter your username and password.

Click OK.
This is the main part of the application.
5. Creating an access control request ticket

Click the “Create New Help Desk Ticket” button.

On a new ticket, the **bold** fields are required and have to be filled in.

In the “Customer Information” section, please enter your contact information. (Leave the last row with School, County, District, Site/Unit and Region empty). You can choose your institution, enter your last name and press enter to auto fill your information. Note: The quick fill information come from a database internal to the application and is NOT synchronized with any external sources. Please ensure the information is correct.

In the “Description” section, enter a short description of the request in the Summary field. This field is searchable, you may want to put something to uniquely identify the request so you can search for the request later if needed. This field is also limited in size to about 120 characters, so you will need to keep it short. A simple “Request for `<system>` ConnectND Access” would be fine.
The Details field is about three times the size of the Summary field; here you can enter a few more details of the request. This field is currently NOT searchable.

Most of the time not much detail is needed in these fields, a simple “<employee name> needs <system> ConnectND access” would be sufficient.

Complete the appropriate request form, found at http://www.und.edu/dept/cndtrain, click “Campus Access Control and HelpDesk”, and click “ConnectND Public Forms: URL Link”. Save the form to your local hard drive.

To place the form in the ticket, either:
   right-click on the “Attachment” field, select “Add”, find your saved form, select it and click Open
   or
   from Windows Explorer, drag and drop the form onto the attachment field

You can attach up to three forms to a ticket.

In the “Ticket Details” section, leave the “Status” as “New” and “Priority” as “Medium.” Change the “Source” to “Walk-In”; “Category” to “ConnectND”; “Type” to “Account” for accounts on the production systems or “Account NP” for accounts on non-production systems; and “Item” to the appropriate system.

In the “Work Log”, enter any additional or follow-up information that may be needed.
Set “Assign Inst” to “ConnectND”, “Group” to “Security” and “Notify” to “Group.” This will assign the ticket to the ConnectND Security group and send them an e-mail notification. **NOTE:** When assigning tickets to the Security or other group, make sure that “Notify” is set to “Group.”

Click “Save” in the upper right corner and your ticket has been saved.
6. **Looking at what tickets are assigned to you**

From the main Help Center screen (NDUS:AM:Application_Main), the “My Open Cases” tab will display all of the tickets assigned to you.

Double-click a ticket to open it.
7. **Looking at what tickets are assigned to the ACO group at your campus**

From the main Help Center screen (NDUS:AM:Application_Main), the “My Group’s Open Cases” tab will display all of the tickets assigned to your group.

Double-click a ticket to open it.