

Using Manage Engine Help Desk Software

If you need to open a help desk ticket, you can do that 2 ways:

- Email sd@northernrivers.org OR
- Go to <http://nr-servicedesk.northernrivers.org:8080/>

Enter your username, password and choose your domain. What you choose is determined by where you work.

Username

Password

Log on to

-- Choose --
NEPARENTCHILD.ORG
NORTHERNRIVERS.ORG
PARSONSCENTER.ORG
Local Authentication

< Options

You can see ticket details here

Request Catalog

How many tickets you have open

My Requests Summary

Pending	0
Awaiting Approval	0
Waiting Update	0

Announcements

Start Using Manage Engine
Go Live 10/27/14

Show all

Agency wide, IT related announcements will be posted here. For instance, if you can't get to your email, check here first in case it's an agency wide problem.



Submit your request

Click above link to report an issue or to request a service.

Click here to open a ticket



Popular Solutions

Search Solution

Cannot post a payment to a charge
Possible issues:Charge is closed and needs to be [re]opened ("Ope...

eCR Session is Locked Up / Frozen
When an eCR session is locked or frozen there are several regular scen...

To move data from one installation from another.
You can move the data from the existing server to new server. Please f...

How to generate a Support file ?
Please follow the steps mentioned below for support file generation: ...

Modify Login screens and Logout screens
Find below the procedure to meet with your need:1. Save the page serve...

More...

You can search for solutions here that may empower you to resolve the issue yourself!
OR
Browse popular solutions here!

All Templates

Search

Search



New Issue

To create a new, blank ticket, click "New Issue"

Template Categories

Application Login

Communication

Data Management

Email

Hardware

Internet

Software

User Management

Unable to copy data from File server

This template is used when user is not able to copy data from File server to user machine

Unable to login into ERP

This template is used when user is not able to login into ERP application using user credentials

Unable to login into File server

This template is used when user is not able to login into File server using

Unable to login into PC

This template is used when user is not able to login into PC using Active

Request a CRM account

This service template is used to request CRM account creation

Request account deletion from Active Directory

This service template is used to request an AD account deletion

Request an account creation in Active Directory

This service template is used to request an account creation in Active Directory

Request an MSSQL account

This service template is used to request access to the MSSQL server running for their team

Request reset password for an AD Account

This service template is used to request password reset for their AD Account

Each category to the left will provide a set of templates for frequently requested services or issues.

New Issue Change Template Default Request

- Select Priority --
- 1 - Normal
- 2 - Elevated
- 3 - High
- 4 - Immediate

Priority -- Select Priority --

Requester Details

* Name thompsonmda

Contact number

Job Title

Site Not associated to any site

- Select Item --
- Activate Customer
- Application Bugs and Defects
- Billing Correction
- Data Request
- De-activate Customer
- Implementation (Initial)
- Implementation (On-going)
- Modify Customer
- New Development
- Progress Notes
- Remove Attachment
- Scheduler
- Table / Data Administration
- Technical Problems
- Training
- Unsign Form
- Void Form

Asset No Asset Available

Department

Category IT - Applications - Enterprise

Subcategory eCR

Item Unsign Form

Each category has a Subcategory & associated Item

* Subject Unsign Form

Description

Please unsign 10/14/14 Session Note for <client name>

Please provide us with as much detail as possible!!!

E-mail Id(s) To Notify If you need your supervisor to know about the ticket, enter here

You will receive an email confirmation once you submit the request

Attachments : Attach file

If you have a screen shot, attach it here

Add request Reset Cancel

Your home screen will now reflect that you have 1 pending request

My Requests Summary

Pending	1
Awaiting Approval	0
Waiting Update	0

Announcements

Start Using Manage Engine
Go Live 10/27/14

[Show all](#)

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Search Solution

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[More...](#)

If you click on Requests, you can see who has been assigned to your note, the status or any notes that have been added to the ticket by clicking the "Subject" of the ticket.

My Open Requests

Request ID Go

New Issue 1 - 1 of 11 | Show 25 per page

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	On-Behalf-Of
213	Unsign Form	thompsonmda	Unassigned	Oct 30, 2014 12:57 PM	Open	Oct 23, 2014 12:57 PM	-

After you have opened a ticket, you will get an email like this. It will include a link to your ticket.

Your request has been logged with request id #231

Northern Rivers Service Desk Team <sd@northernrivers.org>

Sent: Fri 10/24/2014 12:53 PM

To: Thompson, Mary

Dear Thompson, Mary,

We have your request as 231 and it will be assigned shortly. The title of the request is : Unsign Note. The status of the request can be tracked at <http://NR-ServiceDesk.northernrivers.org:8080/WorkOrder.do?woMode=viewWO&woID=231>. You can use your network credentials to log in to this site. You must be connected to the network in order to access this information.

Please let us know if you need more information.

Thanks,
Northern Rivers Service Desk

When the ticket is updated, you will receive an email that looks like this:

Re: [Request ID :##231##] : Unsign Note

Northern Rivers Service Desk Team <sd@northernrivers.org>

Sent: Fri 10/24/2014 12:56 PM

To: Thompson, Mary

You can communicate with the tech assigned to your problem from within the ticket. You will get an email each time a message is sent to you.

You can communicate with the assigned tech from within the software. If you open the ticket, you can click “Reply” as seen below.

NORTHERN RIVERS FAMILY SERVICES Information Technology "Help People Who Help People"

Home Requests Solutions My Details

Request Catalog

Search

Enter Solutions Keyword

Go

Recent Items

Request ID : 225

Drafts Actions Reply

Unsign Form

By thompsonmda on Oct 24, 2014 10:43 AM Due Date : Oct 31, 2014 10:43 AM

Request Resolution History

Description

Please unsign <date> session note for <client name>

Reply

Once the ticket is considered resolved, you will get an email – please remember to click the link and confirm that it can be closed.

From: sd@northernrivers.org [mailto:sd@northernrivers.org]
Sent: Wednesday, October 22, 2014 12:52 PM
To: Ward, Sharon
Subject: Your Request with ID :##183## has been Resolved.

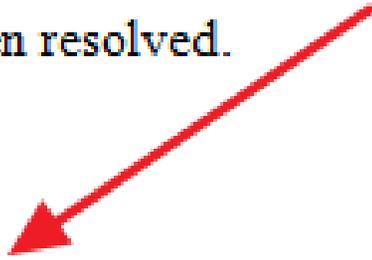
Your Request [ID:183] has been resolved.

Title : testing

Description : testiing

Resolution is : closing

Click here to [Close Request](#)



If not satisfied, reply to this mail to re-open the Request

Please let us know if you need more information.

Thanks,

Northern Rivers Service Desk