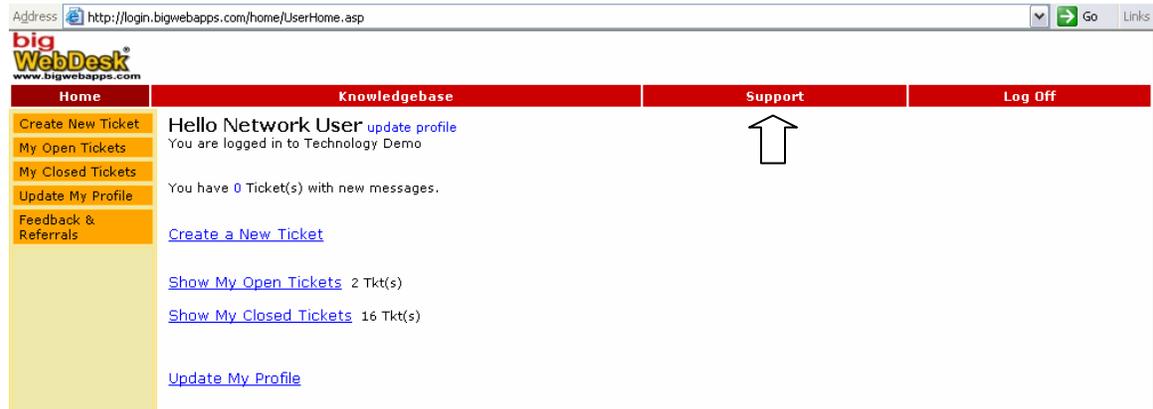


## bigWebDesk User Tutorial

This document is designed to walk you through using bigWebDesk as an end user. If you have any questions, please contact your system administrator or send a support ticket to customer support of bigWebDesk by clicking on the Support link in the top toolbar. NOTE: This is not how you submit a trouble ticket for your district. This is only used for technical help for the application.



The screenshot shows a web browser window with the address bar displaying <http://login.bigwebapps.com/home/UserHome.asp>. The page features the bigWebDesk logo and a navigation menu with four tabs: Home, Knowledgebase, Support, and Log Off. The Home tab is active, showing a sidebar with links for 'Create New Ticket', 'My Open Tickets', 'My Closed Tickets', 'Update My Profile', and 'Feedback & Referrals'. The main content area displays 'Hello Network User' with an 'update profile' link, a message 'You are logged in to Technology Demo', and a notification 'You have 0 Ticket(s) with new messages.' Below this, there are links for 'Create a New Ticket', 'Show My Open Tickets' (2 Tkt(s)), 'Show My Closed Tickets' (16 Tkt(s)), and 'Update My Profile'. An upward-pointing arrow is positioned above the 'Support' tab.

## Getting Started

There are two ways to access bigWebDesk. The first: You will need to go to the web page (URL), <http://login.bigwebapps.com>. NOTE: There is no [www](http://www) before the address. The second: Go to the district web site at [www.norwood.k12.ma.us](http://www.norwood.k12.ma.us) and select tech support from the dropdown menu.



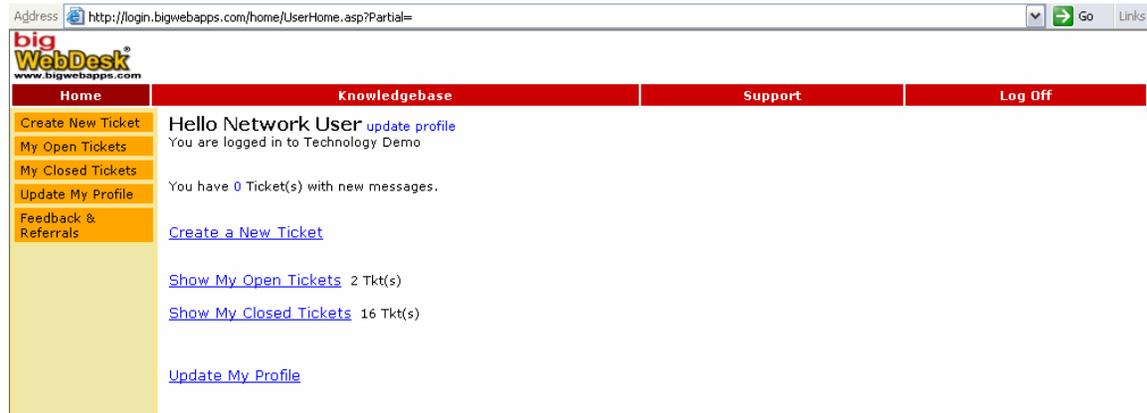
The screenshot shows a web browser window with the address bar displaying <http://login.bigwebapps.com/default.asp?DeptId=9&DeptName=Technology+Demo>. The page features the bigWebDesk logo and a login form with the following fields and buttons:

- Email:
- Password:
- Login (MD5 secure) button
- Forgot password? link
- Create new account. link

From the login screen, you will need to type your FULL email address in the "Email" box and your bigWebDesk password into the "Password" box. Once completed, you will click the "Login" button below. If you have forgotten your password, simply click "Forgot Password?" and answer the questions asked. Your bigWebDesk password will be sent to you by email.

## bigWebDesk Home Screen

From the home screen, you will be able to perform four major functions.



**Update My Profile** will allow you to change your password and contact information. DO NOT change your login to anything other than your primary email address. This will greatly hinder the capabilities of the application.

**Create a New Ticket** is used when you have a support request or question for your organization's help desk and support staff. More details to follow.

The **Show my Open Tickets** button will take you to a list of the open service requests that you currently have in the system. This is the way you can check for updates on tickets. If you choose, you will also receive email notifications of any updates by the support staff.

**Show My closed Tickets** is the same functionality as Open, but this will be a list of the service requests that have been completed by the support team. If a request was not fully answered or fixed, you may re-open the ticket from this list.

## Profile Update Screen

The screenshot shows the 'Profile Update Screen' in the WebDesk system. The page has a red navigation bar with 'Home', 'Knowledgebase', 'Support', and 'Log Off'. A left sidebar contains buttons for 'Create New Ticket', 'My Open Tickets', 'My Closed Tickets', 'Update My Profile', and 'Feedback & Referrals'. The main content area is titled 'Update My Profile...' and contains the following fields:

- Login/Email:
- First Name:  Last Name:
- Title:
- Location:
- Phone Number:  Alt Phone Number:
- Mobile Number:  Pager Number:
- To change your password (optional): Enter New Password:  Confirm New Password:
- To change your time zone (optional): Use local department's timezone settings (default)

At the bottom of the form are 'Save' and 'Cancel' buttons.

From this screen you will be able to update any personal contact information (name, title, location (school), phone numbers, etc.). Be sure to click “Save” at the bottom of the screen before exiting.

This close-up view shows the navigation bar with 'Home' and 'Knowledgebase'. The sidebar buttons are visible. The main content area shows the title 'Update My Profile...' and the 'Edit Email Preferences' link, which is highlighted with a white arrow pointing to it from the right. Below the link is the 'Login/Email' field with the value 'user@bigwebapps.com'.

Click on the **Edit Email Preferences** button to choose when you want to receive email updates about the work orders that you have submitted for service.

## Creating a Ticket for Service

**big WebDesk**  
www.bigwebapps.com

**Home**      **Knowledgebase**      **Support**      **Log Off**

Create New Ticket      Home - Create New Ticket

My Open Tickets      **Create New Ticket**

My Closed Tickets

Update My Profile

Feedback & Referrals

Serial Number:

Product\*: V100 ▼

Issue Summary/Subject:\*

Give details about your issue:\*

\*=required entry.

[Submit this Ticket](#)

The ticket creation page will vary slightly between organizations. Each time you submit a ticket there will be a series of fields for you to fill out. This will assist your support team in answering your needs. Some fields will be drop down lists to help you supply the best information.

When a field is marked with an asterisk (\*), that signifies that this particular field is required before submitting the ticket.

The “Issue Summary/Subject” box will serve as a title of your request. This will be a very brief overview of what your problem is.

In the large box below the Subject line, you will need to give as many details about your problem as you can. Once again, the more information that you provided, the quicker your problem will be resolved.

**You must click the “Submit this Ticket” button to have your issue sent to your support team.**

## My Open Tickets

By clicking on the “My Open Tickets” button from the Home Screen, you will be taken to a list of all of the open work requests that you currently have in the system.

The screenshot shows the 'big WebDesk' interface. On the left is a navigation menu with options: 'Create New Ticket', 'My Open Tickets', 'My Closed Tickets', 'Update My Profile', and 'Feedback & Referrals'. The main content area has a header with 'Home', 'Knowledgebase', 'Support', and 'Log Off'. Below the header, there are links for 'Enable Filter | Edit Filter' and 'Print Wrklist | Print Sclct Tkts'. A table lists open tickets with columns for 'Tkt#', 'User', 'Location', 'Priority', 'Assigned To', 'Status', and 'Days Old DSC'. Two tickets are shown: one with ID 96, subject 'My printer is not working', and one with ID 95, subject 'Can't access email'. A legend at the bottom explains icons for unread messages and follow-up status.

Tkt#	User	Location	Priority	Assigned To	Status	Days Old DSC
96	Network User	Europe	5	Network Admin	Open	0d 0h
Subject: My printer is not working						
95	Network User	Europe	5	Network Admin	Open	19d 16h
Subject: Can't access email						

Legend: = Unread Incoming message, = Unread Outgoing message, = Follow-Up due, = Follow-Up set

From this screen you will be able to see an overview of the information about your tickets. If you would like to see the details of any of the tickets, you can click anywhere in the orange bar for that particular work request.

There is a legend at the bottom of the page to let you know what actions may have been taken with each work order.

The legend shows four icons and their meanings: a yellow envelope for 'Unread Incoming message', a grey envelope for 'Unread Outgoing message', a red exclamation mark for 'Follow-Up due', and a green exclamation mark for 'Follow-Up set'.

Legend: = Unread Incoming message, = Unread Outgoing message, = Follow-Up due, = Follow-Up set

## Personal Ticket Filters

You can set ticket filters for yourself if you would like to shorten the list of tickets that are visible to you. You can filter tickets by location, class, status, and priority.

The screenshot shows the 'big WebDesk' interface with the 'Personal Ticket Filters' configuration page. The page has a red header with 'Home', 'Knowledgebase', 'Support', and 'Log Off' tabs. On the left is a navigation menu with options like 'Create New Ticket', 'My Open Tickets', and 'My Closed Tickets'. The main content area is titled 'Filters' and includes sections for 'Location', 'Status', and 'Priority'. The 'Status' section has a checked 'Open' option. The 'Priority' section has a dropdown menu set to 'Greater Than' and a value of '5'. There is also a 'Folders' section with radio buttons for 'Show all tickets.', 'Show only tickets assigned to folders.', and 'Show only tickets NOT assigned to folders.'. A 'Save' button is at the bottom.

If you are on your Open or Closed tickets worklist, you can easily see if the Filter is already enabled by the red text at the top of the screen.

The screenshot shows the 'big WebDesk' interface with the 'Ticket Worklist' page. The red header has 'Home', 'Knowledgebase', 'Support', and 'Log Off' tabs. The navigation menu is on the left. The main content area shows a table of tickets. At the top of the table, there are links for 'Disable Filter' and 'Filter Enabled' (in red text). An arrow points to the 'Filter Enabled' text. The table has columns for 'Tkt#', 'User', 'Location', 'Priority', 'Assigned To', 'Status', and 'Days Old DSC'. The first row shows ticket #96, assigned to 'Network Admin', with status 'Open' and '0d 1h' old. The subject of the ticket is 'My printer is not working'.

Tkt#	User	Location	Priority	Assigned To	Status	Days Old DSC
96	Network User	Europe	5	Network Admin	Open	0d 1h

## My Closed Tickets

This list of tickets will consist of all of your tickets that have been finished by the support team. You will notice that this looks very similar to the Open tickets list except that the tickets are now gray in color instead of orange.

If you need to re-open a ticket, you will need to go into the details of a ticket and type a message in the “Message to **Name** and **ReOpen Ticket**” box. You must click the “Send Message” button to finalize this action.

**big WebDesk**  
www.bigwebapps.com

[Home](#)   [Knowledgebase](#)   [Support](#)   [Log Off](#)

[Create New Ticket](#)   Home - WorkList - Ticket Detail 

[My Open Tickets](#)

[My Closed Tickets](#)

[Update My Profile](#)

[Feedback & Referrals](#)

Ticket ID	User Name	Assigned To	Status	Tkt Created	Days Old
84	<a href="#">Network User</a>	Network Admin	<b>Closed</b>	11/19/2002 2:49:00 PM UTC-5	75d 23h 31m

**Subject:** Printer is down

**Priority:** 5 - General Inquiry

**Location:** [Central Office](#)

**Serial Number:**

**Category:** Warranty issues

**Asset:**

**Folder:**

**Call Type:** .

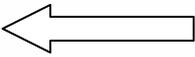
**Source:** Fax.

**Building:** Building 400.

**Files:** No files found.

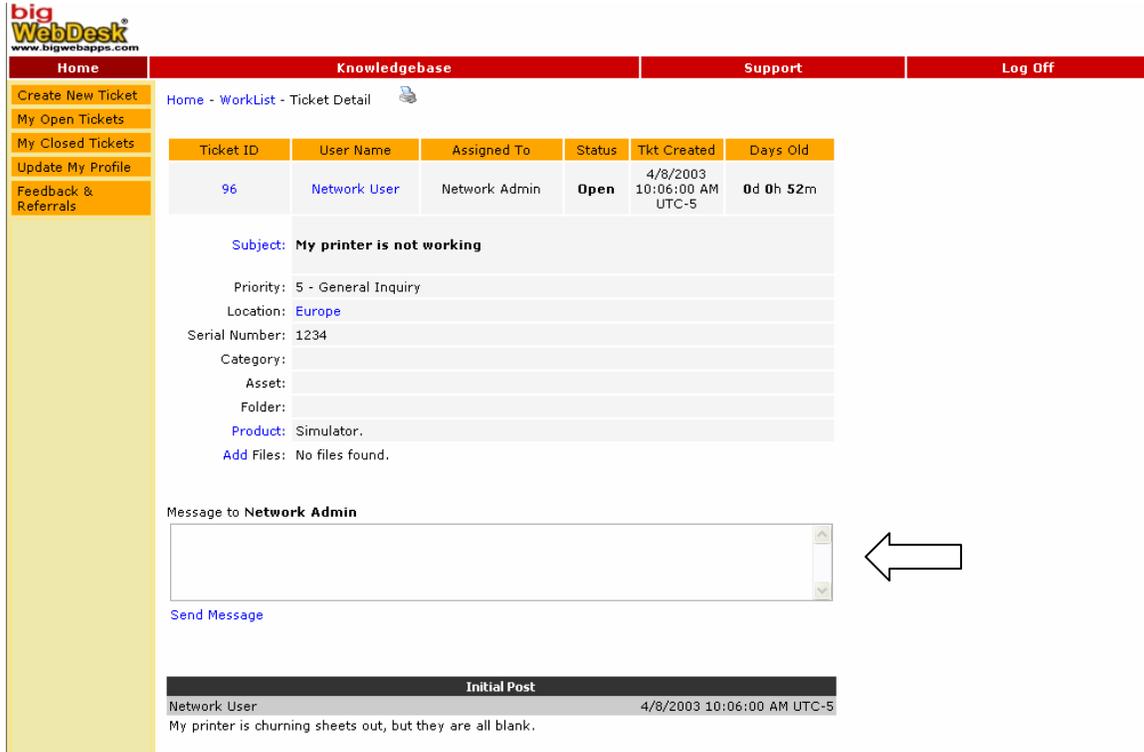
Message to **Network Admin** and **ReOpen Ticket**

[Send Message](#)



## Viewing/Editing an Open ticket

If you need to give the support team more information about your problem after you have submitted the issue, simply click on the ticket from your “My Open Tickets” page.



The screenshot shows the 'big WebDesk' support portal interface. The top navigation bar includes 'Home', 'Knowledgebase', 'Support', and 'Log Off'. A left sidebar contains links for 'Create New Ticket', 'My Open Tickets', 'My Closed Tickets', 'Update My Profile', and 'Feedback & Referrals'. The main content area displays ticket details for ticket ID 96, assigned to 'Network Admin' by 'Network User'. The ticket status is 'Open', created on 4/8/2003 at 10:06:00 AM UTC-5, and is 0 days and 0 hours 52 minutes old. The subject is 'My printer is not working'. Additional details include Priority: 5 - General Inquiry, Location: Europe, Serial Number: 1234, Category, Asset, and Folder. The product is identified as 'Simulator'. There are no files attached. Below the details is a 'Message to Network Admin' section with a text input field and a 'Send Message' button. A white arrow points to the input field. At the bottom, an 'Initial Post' section shows the user's first message: 'My printer is churning sheets out, but they are all blank.' with a timestamp of 4/8/2003 10:06:00 AM UTC-5.

Ticket ID	User Name	Assigned To	Status	Tkt Created	Days Old
96	Network User	Network Admin	Open	4/8/2003 10:06:00 AM UTC-5	0d 0h 52m

**Subject:** My printer is not working

Priority: 5 - General Inquiry  
Location: [Europe](#)  
Serial Number: 1234  
Category:  
Asset:  
Folder:  
Product: Simulator.  
[Add Files](#): No files found.

Message to **Network Admin**

[Send Message](#)

**Initial Post**

Network User 4/8/2003 10:06:00 AM UTC-5  
My printer is churning sheets out, but they are all blank.

If you would like to submit another message to the service provider, you will type your message in the “Message to **Name**” box. Once you have completed your message, click “Send Message”.

This is also where you can read a summary of what has happened with your work request since you first submitted it to the staff.

## Replying to an Email Message through bigWebDesk

bigWebDesk gives you the ability to respond to any questions or requests from your support staff. When you receive an email, simply reply to that email just like you would any other. This will update the ticket's status in the system as well as attach your message to the work order.

Reply Reply to All Forward [Icons]

From: Network User - Technology Demo [9xx283494@tkreply.bigwebdesk.com] Sent: Tue 4/8/2003 10:06 AM  
To: BWA Tech Demo Admin & User  
Cc:  
Subject: New Tkt #96 : My printer is not working

[end-email-reply-end]  
  
www.bigwebapps.com  
To reply and/or check on the status of this ticket click <http://login.bigwebapps.com>.

Department	Technology Demo
Ticket #	<a href="#">96</a>
Service Rep	Network Admin
User	Network User
Priority	5 - General Inquiry
Location	Europe
Subject	My printer is not working

New Ticket has been created 4/8/2003 10:06:16 AM.

Text:

My printer is churning sheets out, but they are all blank.

**To Respond:**  
Reply to this email, click on the "TicketNumber" link above, or <http://login.bigwebapps.com>.

Powered By  
  
www.bigwebapps.com

The above is an example of the email that you will receive. Your email account must be set to View/Compose HTML.