DENTAL ONE PARTNERS

ManageEngine
ServiceDesk

Support Technician
Quick Reference Guide

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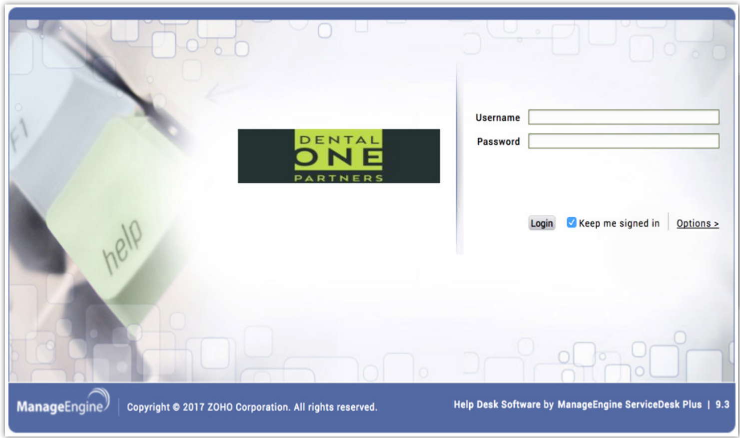
ServiceDesk Quick Reference Guide

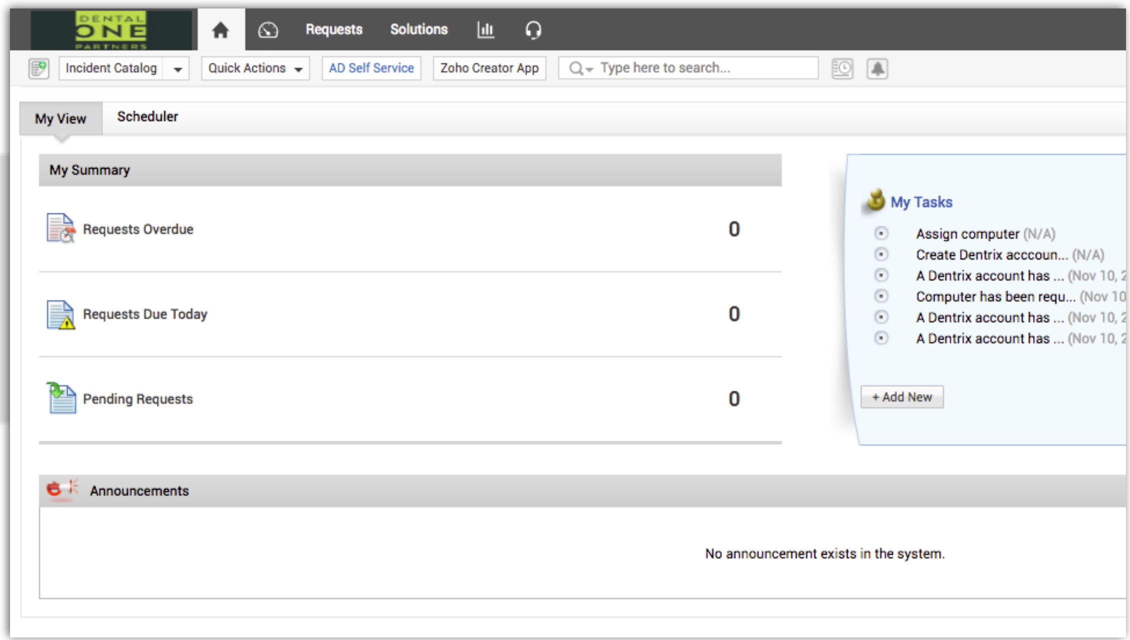
ManageEngine ServiceDesk Plus is a fast, easy way for users to request and receive help with almost anything they need. From system or software problems, to billing or credentialing issues, this user-friendly ticketing system offers the ability to create a variety of pre-filled templates that help users quickly submit a help desk request in just a few clicks. ServiceDesk goes beyond offering an efficient way to ask for help - it also provides users with a searchable knowledge database that lets them find answers to more common issues.



Access ServiceDesk by going to http://servicedesk. Enter your Windows login credentials into the Username and Password fields and click the **Login** button.

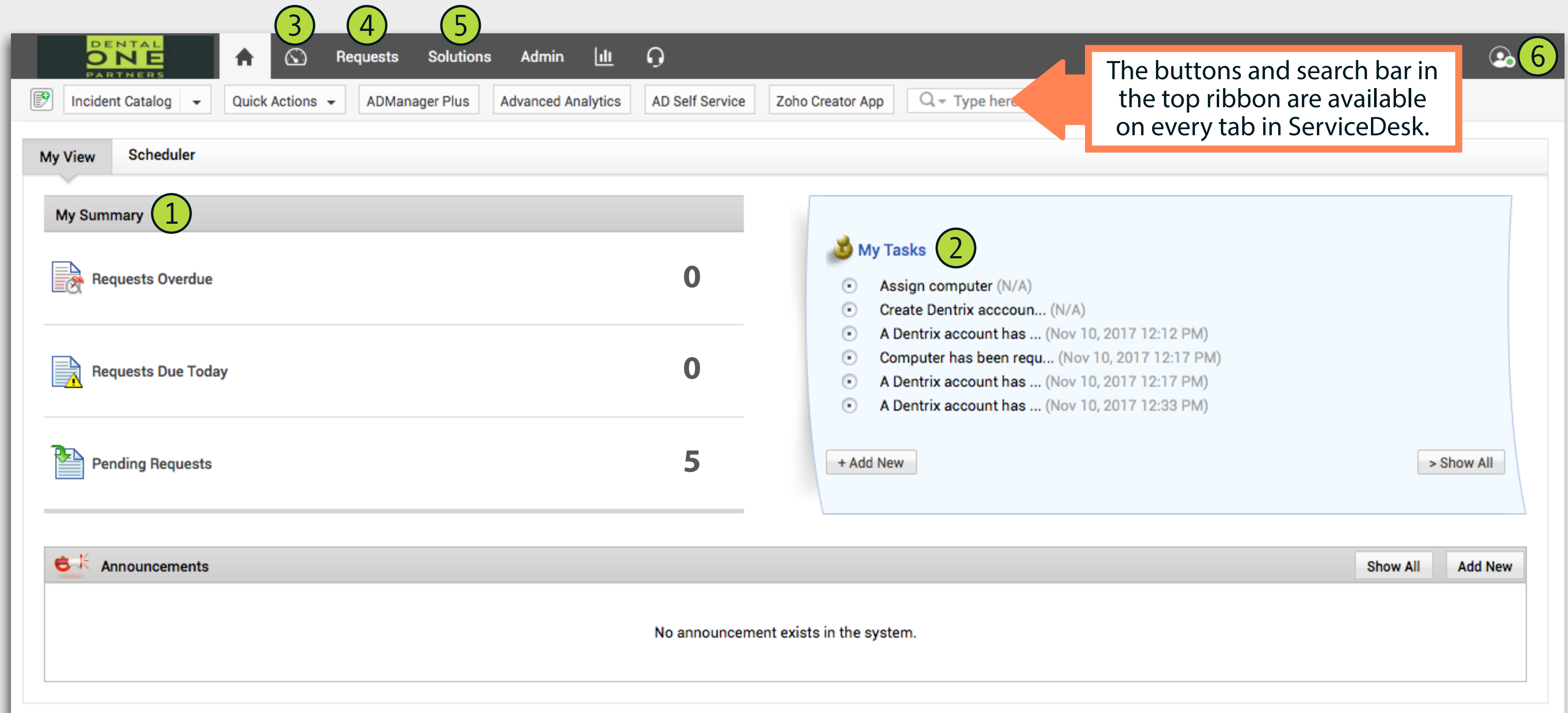
NOTE: Any time you change your Windows password, you will need to enter that new password here as well.

When you log in you will be taken to your ServiceDesk Home page. The Home page provides you with a brief overview of your current service requests and tasks, as well as a way to view any announcements your team has posted.



Home Page Overview

The Home page shows you a summary of your current requests and tasks, as well as any announcements that have been published.



1. The **My Summary** section gives you a quick overview of how many requests you have that are overdue, coming due today, and pending.

2. The **My Tasks** section shows any tasks assigned to you. Open the task by clicking its description. You can add a new task by selecting the **+ Add New** button.

3. The **Dashboard** tab takes you to a dashboard that displays various snapshots of data from your team's requests.

4. The **Requests** tab lists all the requests assigned to your team.

5. The **Solutions** tab is the searchable knowledge database .

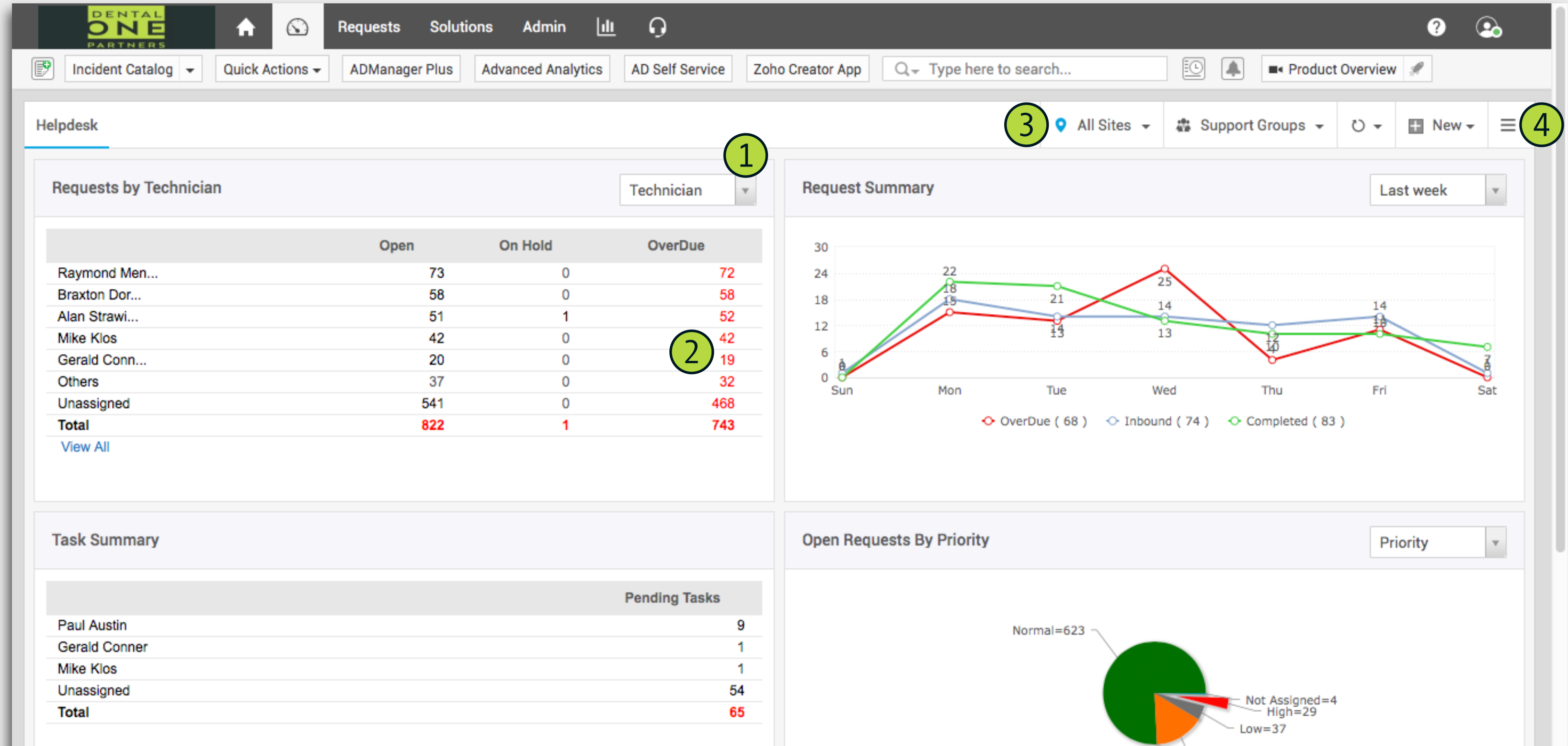
6. The **Profile** button lets you change your password.

General Navigation Tip

The buttons and search bar in the ribbon at the top of the page are displayed throughout ServiceDesk, regardless of your location.

Dashboard Page Overview

The Dashboard page displays various widgets that give you snapshots of data regarding the requests for your group. These report widgets are displayed in different ways, depending on the data being summarized.

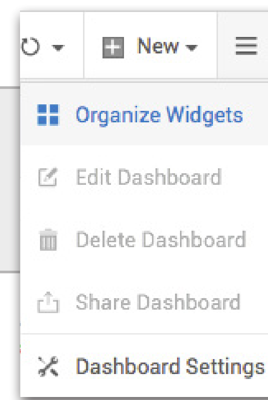


1. Some of the widgets have drop-down menus to let you sort and change your views.

2. Some of the data in the widgets are hyplerlinks you can click to be taken directly to that specific piece of information. You can see this by hovering your mouse over the numbers or results, or by looking for colored text such as red or blue.

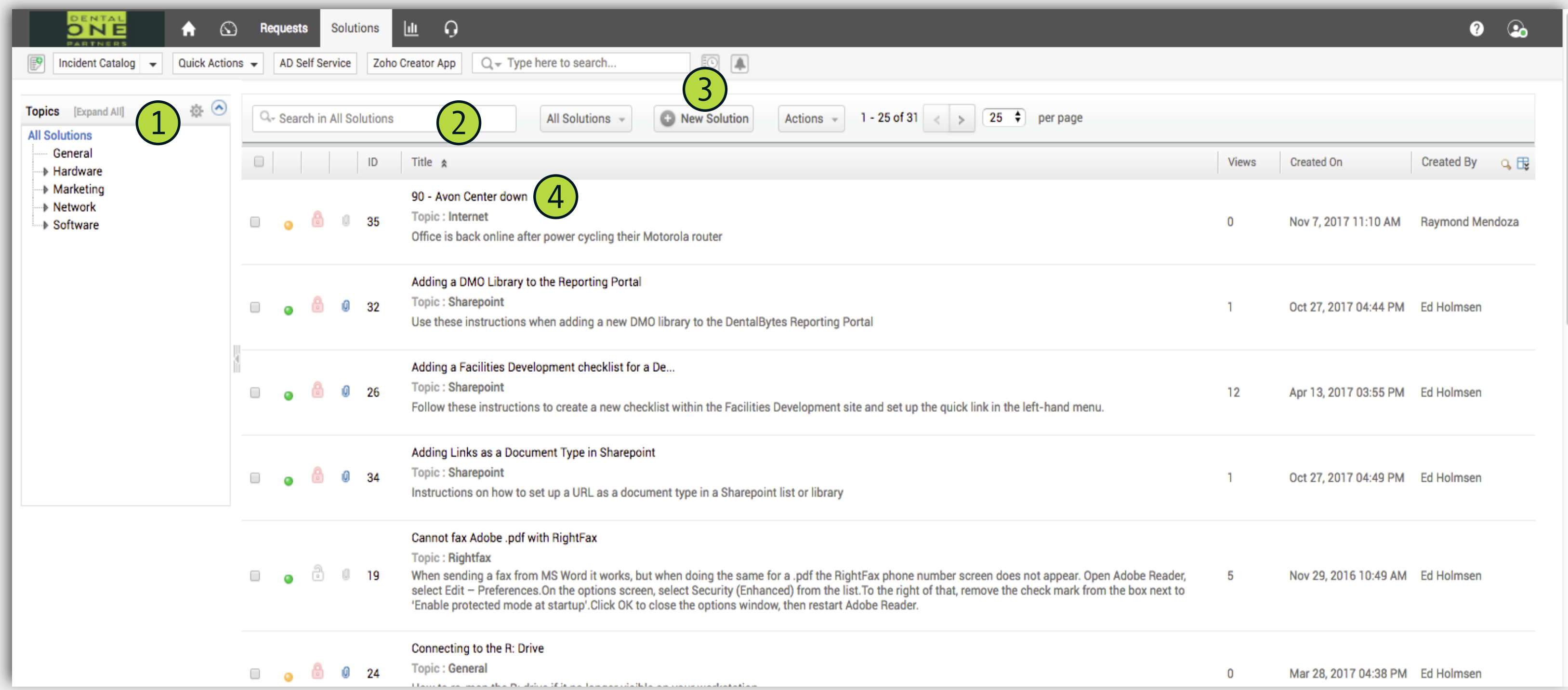
3. You can filter the data the widgets display using the drop-down menus. These let you select specific sites and support groups (Dentrix, PV, etc.).

4. Click the expand button and choose **Organize Widgets** to customize your widget dashboard view and save it.



Solutions Page Overview

The Solutions page is a searchable knowledge database where you can look for answers to common questions or problems. Using this feature lets you to see resolutions to common issues others have experienced. You can also add new solutions from this page.



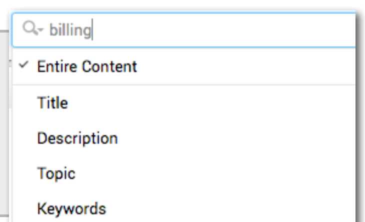
1. The **Topics** section is an expandable tree that lets you drill down and search the help articles by category. Simply click the name of a category to expand its list of sub-category choices.

2. The **Search bar** lets you search for articles by entering key words or ID numbers.

3. If you have a resolution you would like to submit to the knowledge base for others to see, click the **New Solution** button to create your submission.

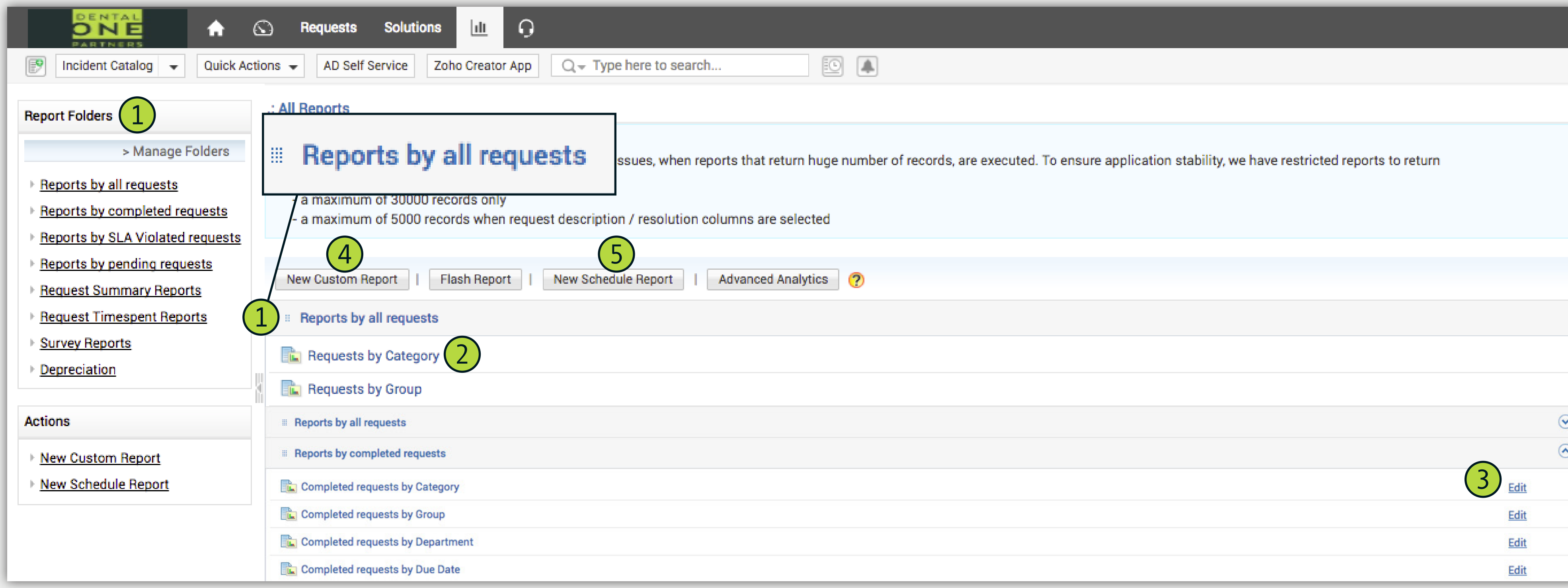
4. Open an article by clicking its blue Title.

Click the magnifying glass to open a drop-down menu that lets you narrow your search by title, description, topic, or key words.



Reports Page Overview

The Reports page (graph icon) lets you choose from an existing list of reports, or create custom reports to pull information you wish to see about your team's requests.



1. The **Report Folders** section correlates with the main reports list in the middle of the page. You can click these folders to view reports related by similar categories. Click the boxes next to the report titles in the main list to expand the categories.

2. To view a report, click its title to open it.

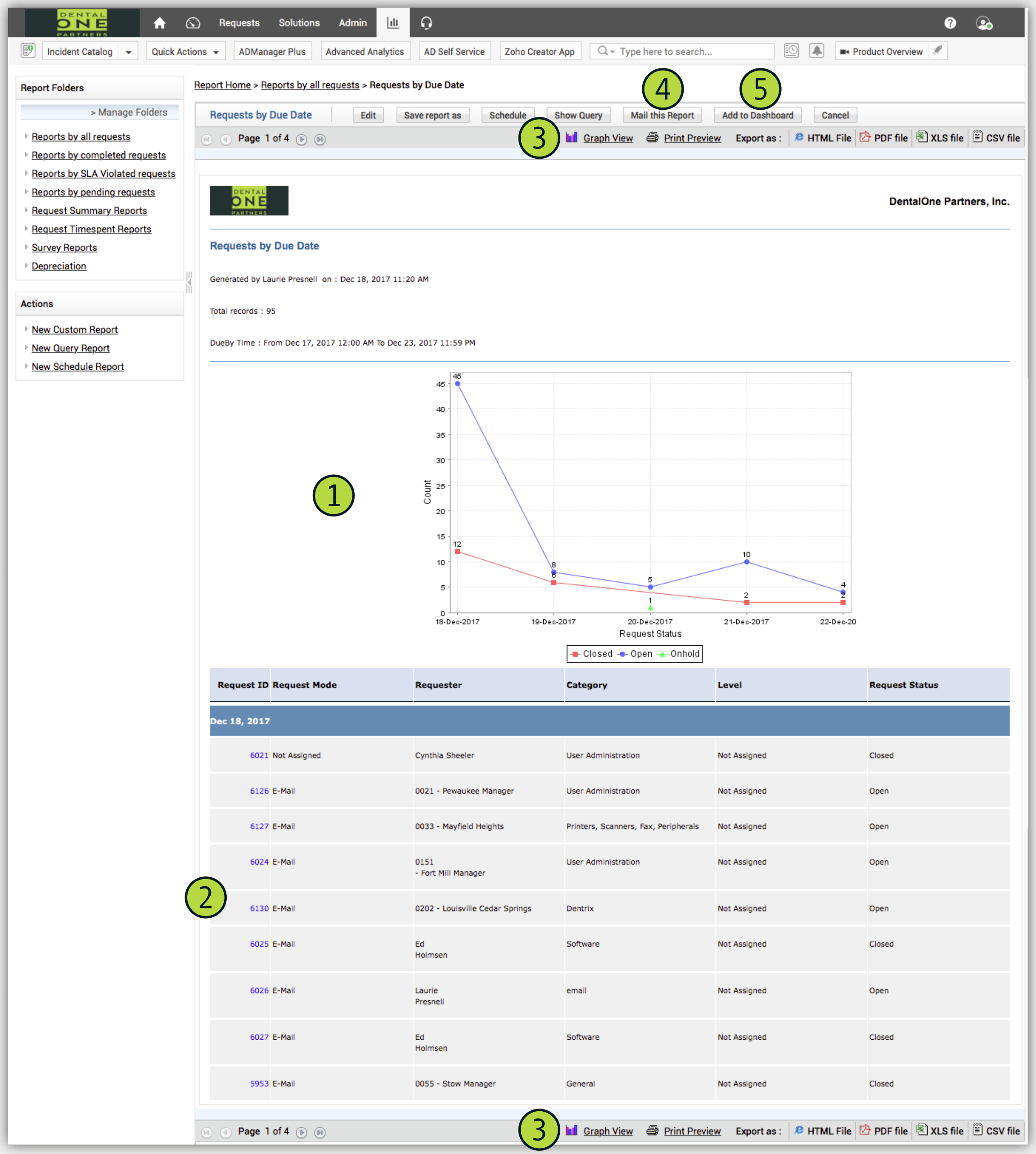
3. Click the **Edit** link to the far-right of any report to modify its parameters and the information it displays

4. Click **New Custom Report** button to create your own report.

5. You can schedule reports to automatically run according to the timeline you choose by clicking **New Schedule Report**.

Reports Page Overview

The actual reports display information in different ways, depending on the type of report. Typically a graph will be shown at the top of the report, with the details shown below it. You can also export the report or print it.



1. Reports typically display a chart or graph at the top of the report page.
2. The details of the report results are listed below the chart or graph.
3. You can print or export the report in the row at the top or bottom of the report.
4. Click the **Mail This Report** button to email the report to someone.
5. You can add the report to your dashboard by clicking **Add to Dashboard.**