

Help Desk Tickets

Submitting a Help Desk Ticket

If logged into WF1, select the link for WF1 Help Desk Ticket at the bottom of the page

1. Select an Issue Type
 - a. Bug
 - b. Data Fix
 - c. Login Issue
 - d. MAXIS
 - e. Page Crash
 - f. Question
2. Add a WF1 Record ID if applicable
3. Choose the Program Affected from the dropdown
4. Add a detailed description of the issue, including any steps necessary to recreate it
5. Name, phone, email and agency will automatically display
6. Select the Submit Ticket button

**The page can also be found by clicking the Add New Help Desk Ticket button under Resources/Help Desk Ticket (after running a search)

If not logged into WF1, select the link for WF1 Help Desk Ticket at the bottom of the page

1. Select an Issue Type
2. Add a WF1 Record ID if applicable
3. Choose the Program Affected from the dropdown
4. Add a detailed description of the issue, including any steps necessary to recreate it
5. Enter name, phone, email and agency
7. Select the Submit Ticket button

Adding Comments and Editing

Add ticket comments and edit the description as needed

1. Select Resources > Help Desk Ticket > Run Search
2. Select the Edit link for the ticket
3. Add text to the description
4. Review the Ticket Comments and answer any questions listed
5. Save

Dashboard

The WF1 dashboard will now display the number of Help Desk Tickets that are open for you and the number that require clarification.

Dashboard

My Info

3 Tickler(s) past due

No Ticklers due today

No Appointments today

2 Help Desk Ticket(s) open

1 Help Desk Ticket(s) need clarification

1. Select a link to go to the Help Desk Ticket Search page
2. Select "Edit" on the applicable Help Desk Ticket to display your ticket
3. Review the "Ticket Comments" section
4. If it requires clarification, reply to the WF1 Help Desk Team, by entering text in the Ticket Comments below the existing text. This will update the status to In Progress and notify the resolver.
5. Save

Help Desk Ticket Search

Search for all submitted tickets from the top navigation under Resources > Help Desk Ticket

1. Open the Search criteria panel for more options to filter, including:
 - a. Ticket Status
 - b. Assigned To
 - c. Submit Date From
 - d. Resolved Date
 - e. Ticket Creator
 - f. Issue Resolution
 - g. Issue Type
2. Add a New Help Desk Ticket from the button on this page