

Helpdesk

Our helpdesk ticket tracking system is now a hosted site provided via a cloud-based system from ZENDESK.COM. At its basic, it offers the typical ticketing system that one might expect. However, more advanced features are the Guide system and knowledge based, self-service aspects which will allow the end user the ability to find answers based on past solutions. Because our system is still new, not much exists here, but will develop over time and usage. This self-help piece will be discussed in more detail as it expands.

The process to **create a new ticket** can be done in one of two ways:

- 1) Email to helpdesk@hunt-eas.com. Make sure the subject line summarizes your topic; and the body of the email provides as much detail as you can provide. You should receive a confirmation email from support@hunthelpdesk.zendesk.com.
- 2) Sign in to your portal and create the ticket from there. See below.

On the support side of the ticket, all tickets are received and alerted to Josh Drew, Dale Walmsley and Jason Breese. Our goal is to have some type of response within a 1 to 4-hour window – depending on time of day. We have assigned every user in the Rochester office their own technician, Jason Breese. All tickets created by the Rochester staff will therefore, also alert Jason upon creation.

Accessing your Helpdesk Portal:

IT will be placing a shortcut on your desktop that links you to <https://hunthelpdesk.zendesk.com>. It will display as Hunt Zendesk. Using this same address, you can access your helpdesk portal from any computer, iPhone, iPad, Android, MAC, etc. As mentioned above, you can submit a new ticket, but you can also look at the status of an of your existing open or closed tickets.

We have preloaded all users into this new system via a list import. Because of this, no password reset links were sent to the user. However, a screen (-similar what is shown below), should display requesting your email address and password. **On your first time in, enter your email address and then click the link “Get a password”. The system will email you a password reset link.**

All users created from this point forward will receive a password reset link at the time we create the helpdesk account.

The screenshot shows a web browser window displaying the HUNT EAS helpdesk portal. The page has a header with the HUNT logo and navigation links for 'Community', 'Submit a request', and 'Sign in'. A central sign-in form is overlaid, containing fields for 'Email' and 'Password', a 'Stay signed in' checkbox, and a 'Sign in' button. Below the form are links for 'FAQ' and 'Announcements'. At the bottom, there is a 'Community' section with a 'Sign up' link for new users and a 'Get a password' link for existing users who haven't communicated with support staff.

Tickets:

Once logged on (-John Shields is my example), you can create a ticket by clicking near the upper right corner of the window:

Or; Click your Name to access a menu where you can view your past activities (tickets), etc.

Community Submit a request John Shields

Search

Community Submit a request John Shields

My activities
My profile
Change password
Sign out

FAQ Announcements

Community
Join the conversation

Ticket Creation:

HUNT EAS > Submit a request

Search

Submit a request

Subject *

Description *

Required Fields

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Supporting info,
screenshots, etc.

Submit

When ready, click to
create the ticket.

Viewing Current & Past Tickets:

[Requests](#)

[Contributions](#)

[Following](#)

My requests

[My requests](#)

[Requests I'm CC'd on](#)

Status:

Any ▾

Subject	Id	Created	Last activity	Status
Configure computer for start date 6/19	#23	a few seconds ago	a few seconds ago	open
Assist with creating instructional information for new ticketing system from Zendesk.com	#22	3 minutes ago	3 minutes ago	open

Helpdesk Notifications:

You will receive an email notification each time the ticket is updated. You can add additional comments by replying to that email, or; by accessing your portal and updating the related ticket.