

BIGWEB DESK TUTORIAL

Overview

Welcome to the BigWeb Desk Tutorial. We are hopeful that this tutorial will assist you in easily creating and monitoring your BigWeb troubleshooting tickets. Big Web Desk is a trouble ticket reporting tool for staff members to request assistance or repair with technology related issues. Staff can track the progress and notes of the work order. The ticket you create will automatically notify the Tech Services member responsible for that issue. Big Web Desk also allows the analysis of tickets to predict trouble trends and provide proactive solutions. Another feature of Big Web Desk allows documentation of troubles and solutions so that each tech can see what was done to solve different types of problems. The system is web based, so it can be accessed from any computer that has Internet access. If your computer does not start, or you cannot access the Internet because of a problem, then you can use any other computer in the district to access the system.

You will need two pieces of information to proceed. They are:

- 1) your login, which is the same as your email address (...@chehalis.k12.wa.us)
- 2) your password. Unless you have changed your password, it will be the default one. If you do not know your default password, please contact your Building Tech. They will be able to assist you with this.

To access Web Desk click the following link <http://login.bigwebapps.com>. Enter your email address and password in the associated fields. Follow the steps below, to create and monitor tickets.

User Home Page


1) Your 'Home Page' should look like this:


2) From this page, you can:


- 1) Create a new ticket
- 2) Go directly to a ticket by using the ticket number
- 3) Monitor any open tickets
- 4) Look at the districts knowledgebase for any information on past issues
- 5) Look at any closed tickets
- 6) Update your user profile (change passwords, etc.)
- 7) Log out


Chehalis School District 302


Hello, [Christie Barton](#). You are logged into Chehalis Technology Request

 [Create New Ticket](#)

 [My Open Tickets \(0\)](#)

 [My Closed Tickets](#)

 [Knowledgebase](#)

 [Update My Profile](#)

BIGWEB DESK TUTORIAL

Creating a NEW ticket

- 1) Choose the Create New Ticket link.
- 2) There are 7 quick steps to creating the ticket.
 - 1) you will need to choose a Class from the drop down list. The Class chosen will route your ticket to the appropriate member of the technology department. (more detail on page 3)
 - 2) The Assets' cell is a drop down menu which SHOULD self populate with all of the technology assets in your room. You can choose the correct device there. If an asset is NOT showing up, please refer to page 3 for instructions on how you can add an asset.
 - 3) Please check the box which best describes the availability of responding to the issue
 - 4) The drop down menu will show who you were logged in as when the issue occurred. This is a huge troubleshooting tool for us.
 - 5) Then give a brief description or title in the next field.
 - 6) Type as much detail as possible in the description area. The more information that we have, the better we can respond.
 - 7) Click submit ticket.

Chehalis School District 302

[<Back Home](#) / [Create New Ticket](#)

User Name: [REDACTED]

1 Class*: [dropdown menu]

Account: Chehalis Technology Request (Internal) / District Office / Receptionist / Tech. Secretary

2 Assets: My Assets: [dropdown menu] Search...
[Add Asset]

ID Method: [text field]
Enter text in this field to help identify the specific asset related to this issue. e.g. Third computer on the right in the back of the room. e.g. Switch in back of room with red tag.

3 AVAILABLE TIME TO ADDRESS THE ISSUE?*:
 Anytime
 During non-instructional time
 Other: (Please specify when describing issue)

4 I was logged in as*: [dropdown menu]

Attach files (The upload limit for all files is 40MB)
Files: [Choose File] no file selected
or, you can try the [Advanced Uploader](#)

5 Ticket Summary/Subject*: [text field]

Give details about your Ticket:* [Spell Check]

6 [text area]

Please select an alternate priority below for your ticket if you feel the default priority does not accurately describe your situation.

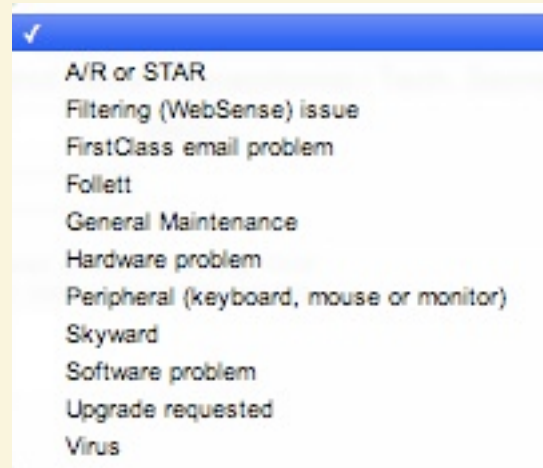
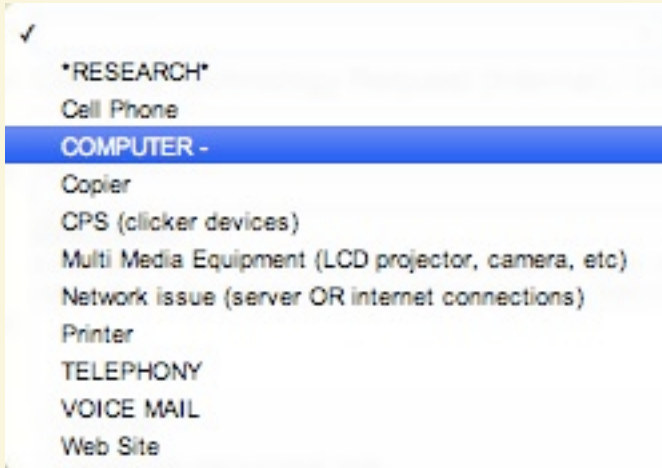
(Highest Priority Top)
 Use Default
 6 - General Inquiry
General information request

[Submit Ticket] [Cancel] **7**

BIGWEB DESK TUTORIAL

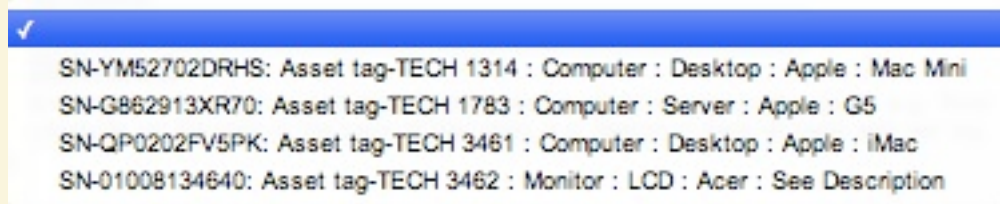
'Class' descriptions

When choosing the 'Class', you will be given multiple options. Most are self-explanatory. The 'Computer -' option will have a second window (see below) that will give us more clarification. The more detailed information you can give us, the easier and quicker it will be to resolve the issue.



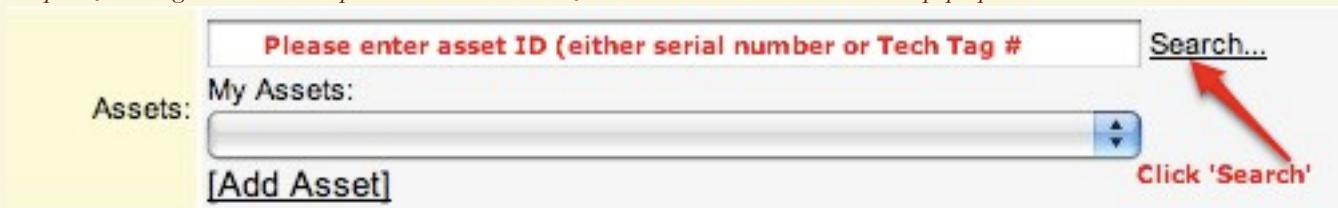
'Assets' descriptions

The drop down menu will look like this:



The serial number will appear first, followed by the Asset, or Tech Tag, followed by a description of the device.

To **enter an asset not listed**, enter an asset ID, which is either the serial number or Tech Tag number. The 'Tech Tag' is the crimson sticker on most district devices. When filling in the cell, type 'tech' followed by a space and then the number. Some tech tags do not have spaces, but BigWeb needs the space. Once that is done, click 'Search' and a window will pop up.



As an example, I've entered 'tech 1249' and clicked 'Search'
(Enter an asset not listed continued on next page)

BIGWEB DESK TUTORIAL

Enter an asset not listed - continued

Once the window appears, you should see the asset that you want to add. Check the checkbox next to the asset you want to add and choose 'Select' next to the check box.

The screenshot shows a window titled "Asset Search" with a "Close Page" link in the top right. The window contains several filter sections:

- Category:** -No Filter-
- Type:** -No Filter-
- Make:** -No Filter-
- Model:** -No Filter-
- Unique field:** or blank, with a text input containing "tech 1249".
- Owner:** -No Filter-
- Checked Out:** -No Filter-
- Location:** -No Filter-
- Status:** -No Filter-
- Search:** Search...
- Current Filter:** -Default-
- Columns & Orders:** -Default- [Edit Fields & Order](#)

Below the filters is a table with the following data:

	Serial Number	Asset tag	Location Name	Owner Name	Check Out To	Status
Computer > Laptop > Apple > PowerBook						
Total Assets: 1						
<input type="checkbox"/>	W84320ZLQW3	TECH 1249	UNKNOWN	Lucas, Robert	Lucas, Robert	Active

Below the table is a button: [\[Select Checked Assets & Close Window\]](#)

At the bottom of the window, it says "Chehalis Technology Request" on the left and "7/22/2010 03:11PM (UTC-8)" on the right.

Your new asset should appear as shown in the picture. You can now proceed to the next step. (Thank you in advance, for taking time to assist with this process.)

This screenshot shows a smaller view of the asset search results. It features a table with the following data:

Category	Type	Make	Model	Serial	
Computer	Laptop	Apple	PowerBook	W84320ZLQW3	Del

Below the table, there is a search bar with "Assets:" on the left and "Search..." on the right. Underneath is a section labeled "My Assets:" with a dropdown menu. At the bottom, there is a button: [\[Add Asset\]](#)

BIGWEB DESK TUTORIAL

OTHER OPTIONS ON THE HOME PAGE:

My Open Tickets

This link will allow you to check the status of any open tickets you may have.

My Closed Tickets

This link will allow you to see all tickets that have been closed. If an issue re-appears, you can re-open the ticket. It's best practice to re-open tickets so documentation is made easier for all parties.

Update My Profile

You can update your user information by clicking 'Update My Profile'. You can change your password in the 'Change Password' portion of the page. All other information should be correct, so you shouldn't have to change anything there.

Log Off

Once you are done, you can log off of the site by clicking 'Log Off' either at the top right corner of the page, or the bottom center.