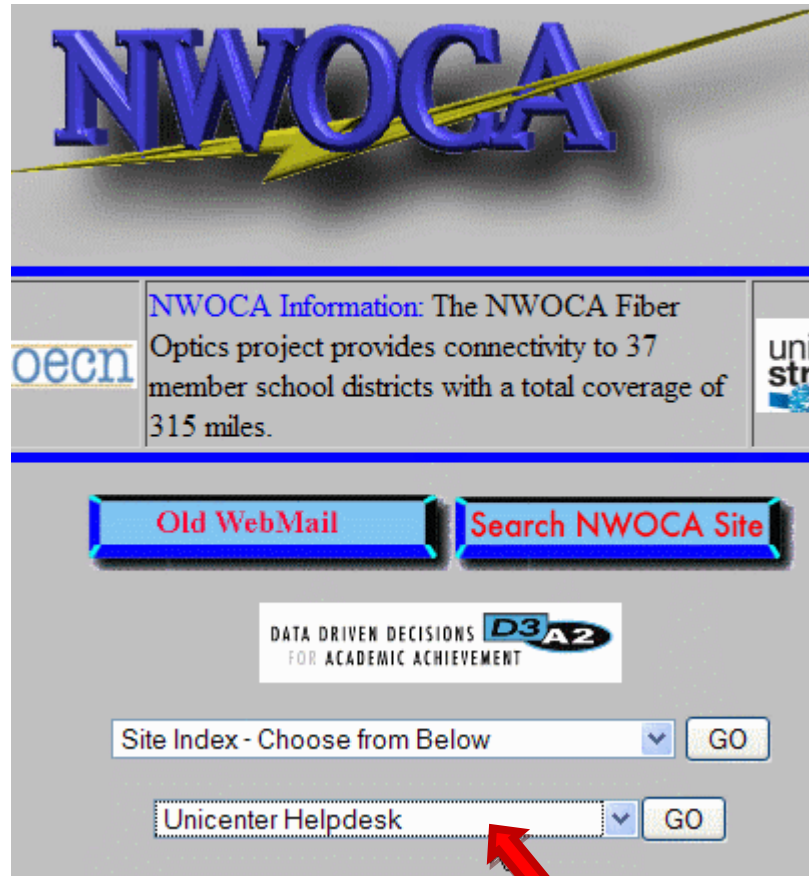


Creating Unicenter HelpDesk Ticket

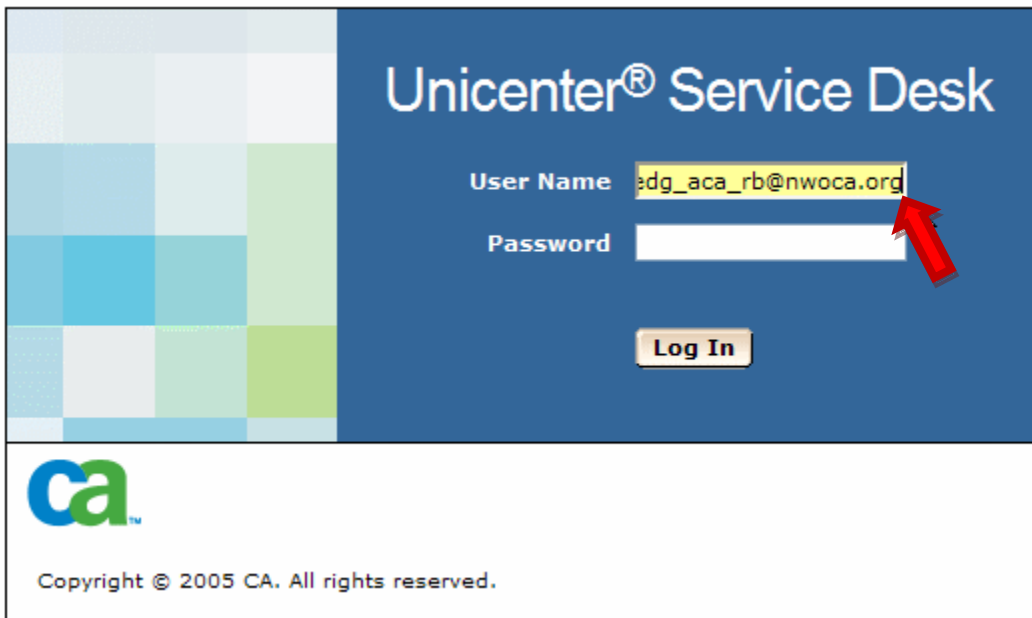
The CA Unicenter Service Desk automates and manages the user requests throughout the school year and tracks software issues as they occur. This past year I took customer email messages and entered them into a ticket but this year we are encouraging customers to help simplify the process by creating their own.

All district computer /software issues will be logged and tracked in a HelpDesk ticket this coming year. To create a helpdesk ticket when issues have required the need for customer support, select the Unicenter HelpDesk through the members only drop-down box on NWOCA's homepage.

A direct link to the Unicenter Helpdesk to create your own ticket, go to this location-
<https://helpdesk.usd.oecn.k12.oh.us/Caisd/pdmweb.exe>



Login to Unicenter with your NWOCA username / no password and select the Log In button.



Creating Unicenter HelpDesk Ticket

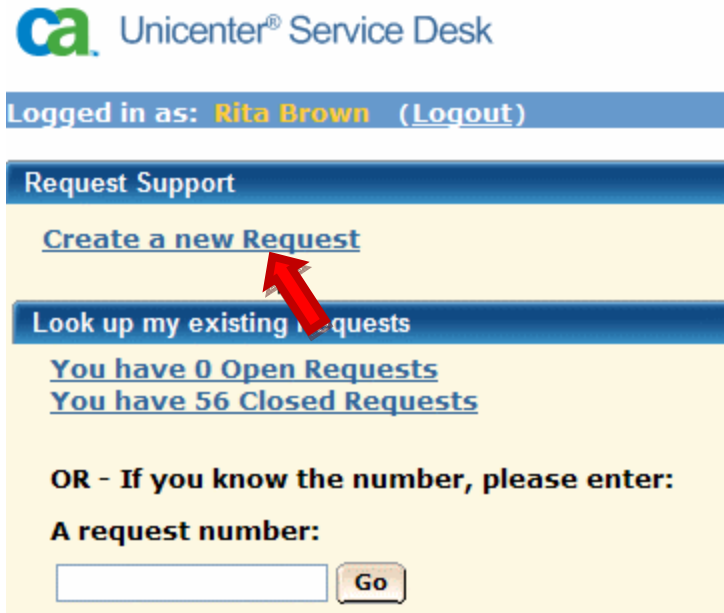
The Request Support page will appear. Select the "Create a new Request" link.

The top of the screen will contain your name that the application recognizes when you logged.

This screen also has the number of requests that are open or closed and also a box that can be used to enter a request number to view the progress of the reported issue.

After selecting the "Create a New Request" link a new screen will appear. This screen will provide you with a window to enter your name & phone number. Select the priority of the issue being reported – a brief summary and then a description of the problem/ issue.

If attaching a screenshot or documentation, a button named Attach Document is available on the right hand side of this screen.



Unicenter® Service Desk

Logged in as: **Rita Brown** (Logout)

Request Support

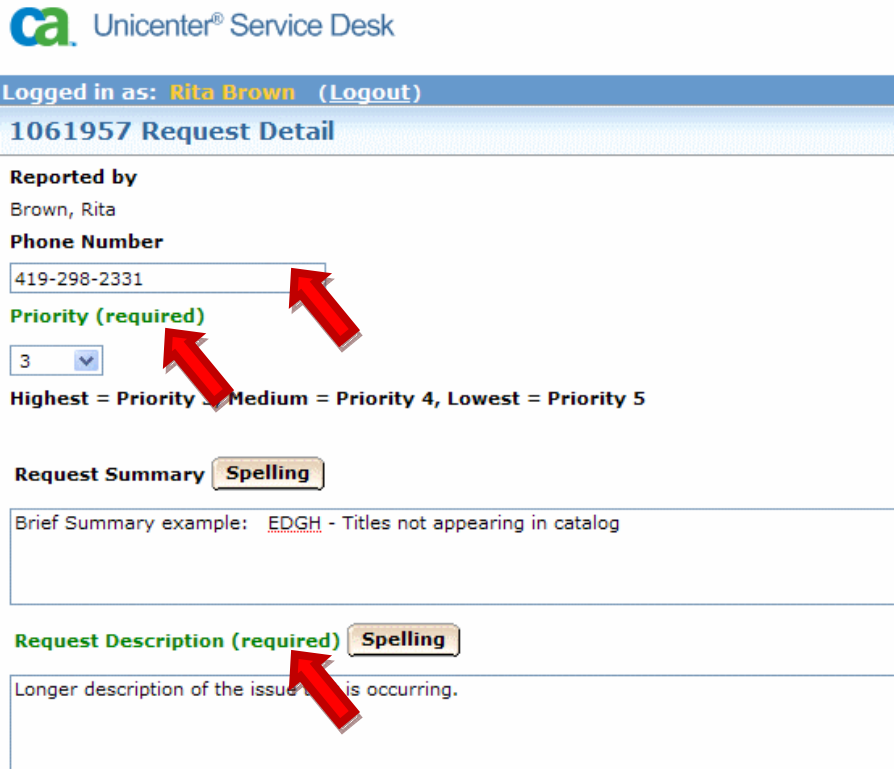
[Create a new Request](#)

Look up my existing requests

You have 0 Open Requests
You have 56 Closed Requests

OR - If you know the number, please enter:

A request number:



Unicenter® Service Desk

Logged in as: **Rita Brown** (Logout)

1061957 Request Detail

Reported by
Brown, Rita

Phone Number
419-298-2331

Priority (required)
3

Highest = Priority 1, Medium = Priority 4, Lowest = Priority 5

Request Summary

Brief Summary example: EDGH - Titles not appearing in catalog

Request Description (required)

Longer description of the issue is occurring.

Creating Unicenter HelpDesk Ticket

It is required to have your email address, priority ranking and a description for the ticket to be saved.

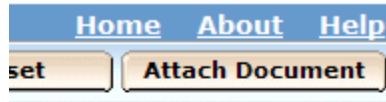
If reporting an issue for library automation the Request Area is: **NWOCA.INFOhio.Support**

If reporting an issue for instructional services the Request Area is: **NWOCA.INS.Support**

If unsure which Request Area is needed here are some examples: If you are reporting problems with library automation, you report to NWOCA.INFOhio. If you have problems with United Streaming / Moodle, etc. then those are reported to NWOCA.INS.Support.

A short cut to the request area is: NWOCA% + Tab key– this will provide the user with a list to select the intended group or request area.

After a complete description of the issue is entered in the detailed area, select the SAVE button to send this report to NWOCA's request area.

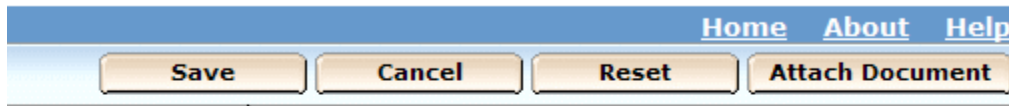


Email Address

edg_aca_rb@nwoca.org

Request Area (required)

NWOCA.INFOhio.Support



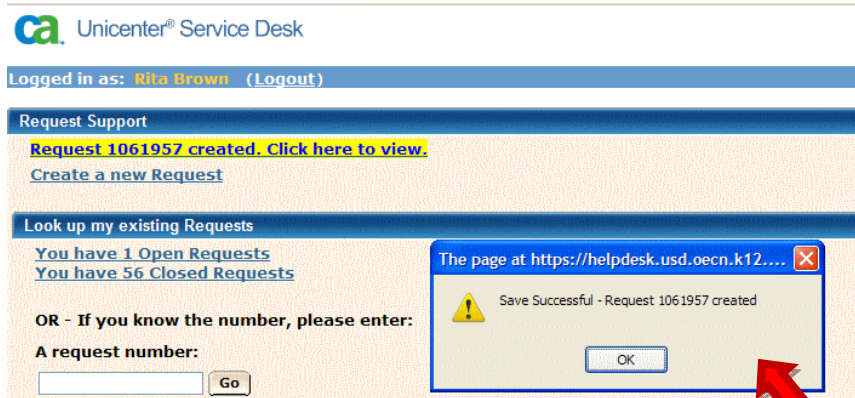
Email Address

edg_aca_rb@n

Request Ar

NWOCA.INFOh

A smaller window will open indicating that the request has been saved and a ticket or request number has been assigned to it.



Creating Unicenter HelpDesk Ticket

To track the request ticket login to your account in Unicenter and enter the request number.



Logged in as: **Rita Brown** ([Logout](#))

Request Support

[Request 1061957 created. Click here to view.](#)
[Create a new Request](#)

Look up my existing Requests

[You have 1 Open Requests](#)
[You have 56 Closed Requests](#)

OR - If you know the number, please enter:

A request number:

A red arrow points to the text input field containing the number 1061957.

Thank you for using the Unicenter HelpDesk application.

If you have questions, please feel free to contact NWOCA.