



Minnesota Counties Information Systems

413 SE 7th Avenue, Grand Rapids, MN 55744

Phone 218-326-0381

Express Desk – Help Desk Tickets

Do you have a question, or are you experiencing a system problem?

Have you searched the Knowledge Base for the answer?

If not, login to Express Desk, select the **Find by Category** tab, and enter your search word or browse the categories.

Refer to “What is Express Desk” for more details on searching the knowledge base.

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Still can't find your answer?

Create a Ticket for the MCIS Help Desk by selecting the **New Request** tab at the top of the screen.

The remainder of this document explains how to create a new ticket, [display](#) a ticket, and then [edit](#) a ticket.

General Overview

- Requesters will be required to enter information into all of the fields when creating a new ticket request.
- A person in the county cannot create a ticket for another person. The requester field defaults to the person logged in and cannot be changed.
- All emails and contact information are based on the information stored in the Requester Profile.
- After initial entry, requesters will not have the ability to change the ticket or any of its fields. However, the requester can add information to the ticket details resolution section.
- Technically, anyone can append information to an open ticket. The system will place a comment header containing the UserID/date/time of the person entering the comment.
- MCIS will be able to modify a ticket, but not delete one.
- The resource will be assigned by MCIS. County Requesters will be able to view the resource assigned to the ticket after initial entry.



County New Request Page

MCIS Knowledge Base

Home New Request My Requests Find by Category Request Lookup My Profile Log Out

New Request - HELP

Basic

Request	HELP	
Description	<input type="text"/>	
Status	ENTERED ▾	
Requester	CRM004	<input type="text" value="Chuck Miller (test)"/>
Priority	3 ▾	
Type	PRBRPT ▾	
Date Needed	<input type="text" value="0/0/00"/>	<input type="button" value="Calendar"/>
Area or System	<input type="text"/>	<input type="button" value="Clear"/>
Department	<input type="text"/>	<input type="button" value="Clear"/>
County	<input type="text" value="0"/>	<input type="button" value="Clear"/>

Details

Dpt/Menu/Opt/Desc: -----

Question or Problem:
 On Monday April 14, 2014 at 09:58:53, CRM004 wrote:

Resolution:

Links

[Add Document Link](#) [Add URL Link](#)



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Screen Values

Request – “HELP” shows that this is a ticket in our Help Desk project.

Description – This is the short description of the question/problem. **Please phrase this in the form of a question.** i.e. How do I print field cards? Where can I find the market value files?

Resource – This is the MCIS person working the ticket. A county entered new ticket will not show the field upon entry. When reviewing, the county will see *None until MCIS assigns a resource.

Status –

- Entered – All new tickets are created with a status of Entered.
- Assigned – Ticket changes from Entered to Assigned when MCIS assigns a resource to the ticket.
- In Process – The ticket is changed from Assigned to In Process when the resource begins actively working the ticket.
- Closed – The ticket will be closed when the issue/question is resolved or moved to a development task.

Requester – The person creating the ticket with the question or issue for MCIS. Defaults to person logged in and cannot be changed.

Priority – Counties can enter, but not modify.

- 1 – Critical: This is system outage or major program issue. The task needs immediate resolution. There is no workaround.
- 2 – High: This is a question/problem that prevents you from moving forward, but can wait to be resolved within a day. There may be a workaround.
- 3 – Low: This is a question/problem that does not prevent you from doing a task, or the task itself is not of urgency for today (could wait until tomorrow if needed).

Type – Global list for all projects. Defaults to PRBRPT (problem report). Most options do not apply to Help Tickets. PRBRPT and QUESTION would be likely selections.

- Conversn – Conversation
- Document
- Internal
- Legman – Legislative Mandate
- **Prbrpt – Problem Report**
- Prjreq – Project Request
- **Question – Question**
- Supreq –
- Testplan
- Userreq – User Requirements

Date Needed – Defaults to all zeroes. Can be changed at ticket entry time. Useful information for the resource.

Area or System - Display the following list by clicking on the eye glass icon next to the field. Single click your selection from this screen. (You can also enter one of the following values directly into the field,



without having to display this screen. Note: upper and lower case matters, so be sure to type the selection exactly as displayed.)

The screenshot shows a web interface titled "MCIS Knowledge Base". Below the title is a section titled "Select Area or System". It contains a table with two columns: "Value" and "Description". The table lists four items: IFS (IFS System), Pay (Payroll System), Tax (Tax System), and Tech (MCIS related iSeries or Tech Question). At the bottom of the table, it says "4 items found, displaying 1 to 4".

Value	Description
IFS	IFS System
Pay	Payroll System
Tax	Tax System
Tech	MCIS related iSeries or Tech Question

4 items found, displaying 1 to 4

Department – Display the following list by clicking on the eye glass icon next to the field. Single click your selection from this screen. (You can also enter one of the following values directly into the field, without having to display this screen. Note: upper and lower case matters, so be sure to type the selection exactly as displayed.)

The screenshot shows a web interface titled "Select Department". It contains a table with two columns: "Value" and "Description". The table lists 11 items: ALL (All departments), ASR (Assessor), AUD (Auditor), HSD (Human Services Department), MIS (Management Information Systems), N/A (Not applicable), PAY (Payroll), PER (Personnel), RCD (Recorder), TRS (Treasurer), and ZON (Zoning). At the bottom of the table, it says "11 items found, displaying 1 to 11".

Value	Description
ALL	All departments
ASR	Assessor
AUD	Auditor
HSD	Human Services Department
MIS	Management Information Systems
N/A	Not applicable
PAY	Payroll
PER	Personnel
RCD	Recorder
TRS	Treasurer
ZON	Zoning

11 items found, displaying 1 to 11

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County – Display the following list by clicking on the eye glass icon next to the field. Single click your selection from this screen. (You can also enter one of the following values directly into the field, without having to display this screen.)



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Value	Description
1	Aitkin
9	Carlton
11	Cass
12	Chippewa
16	Cook
18	Crow Wing
20	Dodge
31	Itasca
36	Koochiching
37	Lac qui Parle
38	Lake
69	St. Louis
71	Sherburne
999	Other

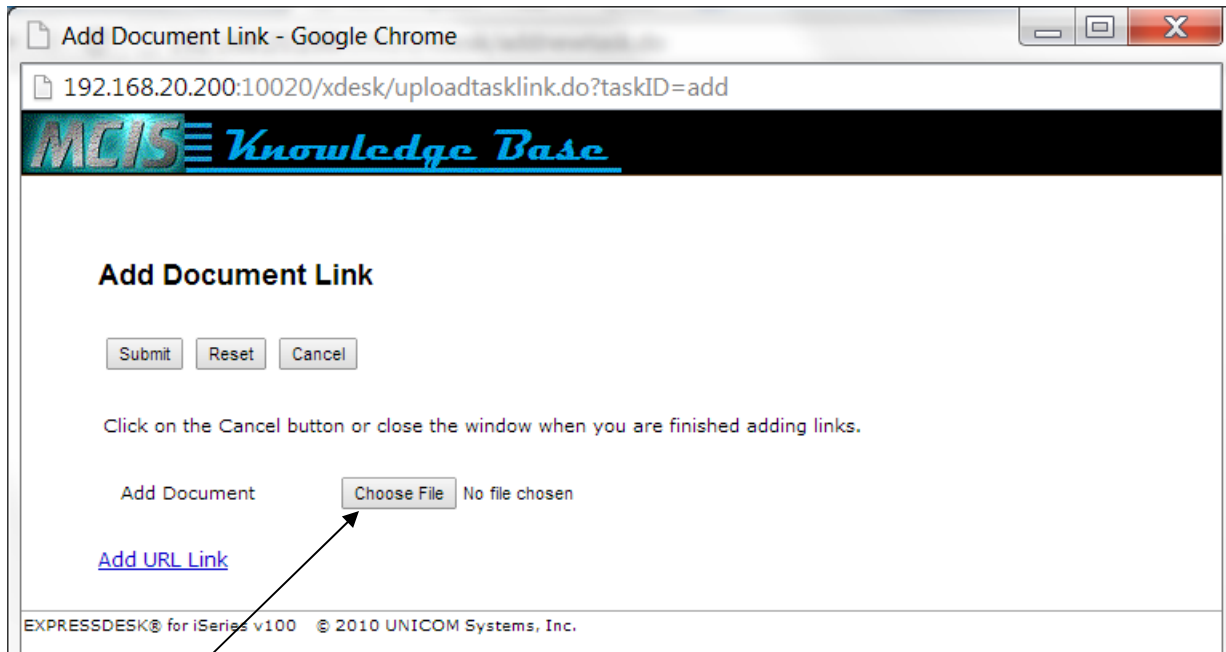
14 items found, displaying 1 to 14

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Details –

- Dpt/Menu/Opt/Desc – menu option and path
- Details – Long description of what you (the requester) did, what happened, and what the question/issue is.
- Resolution - A place to append more details to the ticket. Also where the resource will enter the resolution. If the ticket requires programming work, a reference to the development ticket will be listed as well.

Add Document Link - If you would like to attach a screen print, report, or any other information that might be useful in resolving the question/problem, you will click on this link and the following window will appear:



Select **Choose File** to browse for the file to be attached.

Select **Submit** to add the file to the ticket, closing the window.

Reset to clear any files that you have selected.

Cancel to return to previous screen without saving changes.

Add URL Link – Will not use. This allows the requester to insert a URL or path to a particular site or document. Note: this will only work if the URL/path is accessible to someone outside of your network.

Screen Actions

When you are done creating your ticket, select **Add Request** which will save your ticket and notify the help desk personnel.

Add Request – Saves the current ticket request

Reset – Clears the current additions/changes

Cancel – Returns to the previous screen without saving the changes



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How to Display a Ticket

To find an existing ticket, you can

1. Click on the My Requests tab at the top of the screen. This will display a list of all tickets (open and closed) where you were the requester. The most recent tickets will display at the top of the list.
2. You can also click on the Find by Category tab, and then select the All Help Desk Tickets category. This will show you all tickets that have been entered by anyone.
3. If you know your ticket number, you can select the Request Lookup tab, and then project=HELP into the first box and the 4 character ticket number into the second task box.

The screenshot shows a web browser window with the URL 192.168.20.200:10021/xdesk/subcategories.do?categoryID=298. The page title is "MCIS Knowledge Base". The navigation menu includes: Home, New Request, My Requests, Find by Category, Request Lookup, My Profile, Change Password, and Log Out. The main content area is titled "Find by Category" and shows "All Help Desk Tickets > All Open Tickets". Under "Subcategories", there is a "Requests" section with a search box and a "Search" button. Below the search box is a table of tickets:

Request	Description	Status	Resource	Resource Name	Request
HELP002B	Help Cheryl ar Carlton install the latest version of WAS	INPROCES	ALE	Andy Eickstadt	JJS003
HELP003K	Statement of Remittance Taconite Credit not balancing	INPROCES	JAR011	Jade Richtsmeier	MN69A
HELP003O	PL settlement not correct - unused PL credit appears to be the problem	INPROCES	SKK005	Sue Kern	MN11A
HELP003S	Levy status not matching stmt of remittance for school rpt	OVERDUE	SKK005	Sue Kern	MN18A
HELP005Z	TIF 1st half Calc payment settlement has inflated Excess TIF	ENTERED	WEJ008	Warren Jewett	MN18A

5 items found, displaying 1 to 5

At the bottom of the page, it says "EXPRESSDESK® for iSeries v100 © 2010 UNICOM Systems, Inc." An orange arrow points from the text below to the ticket number [HELP005Z](#) in the table.

To view a ticket, click on the ticket number. This will display the ticket in view mode.



How to Edit a Ticket

192.168.20.200:10021/xdesk/subcategories.do?categoryID=298

MCIS Knowledge Base

Home New Request My Requests Find by Category Request Lookup My Profile Change Password Log Out

Find by Category
[All Help Desk Tickets](#) > All Open Tickets

Subcategories

Requests

Request	Description	Status	Resource	Resource Name	Requester
HELP0025	Help Cheryl ar Carlton install the latest version of WAS	INPROCES	ALE	Andy Eickstadt	JJS003
HELP003K	Statement of Remittance Taconite Credit not balancing	INPROCES	JAR011	Jade Richtsmeier	MN69A
HELP0030	PL settlement not correct - unused PL credit appears to be the problem	INPROCES	SKK005	Sue Kern	MN11A
HELP0035	Levy status not matching stmt of remittance for school rpt	OVERDUE	SKK005	Sue Kern	MN18A
HELP0052	TIF 1st half Calc payment settlement has inflated Excess TIF	ENTERED	WEJ008	Warren Jewett	MN18A

5 items found, displaying 1 to 5

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To add to an existing open ticket, click on the pencil/paper icon to the left of the ticket number. This will display the ticket in Edit mode. You will be able to add more details to the description section and/or include an attachment. You cannot modify any of the existing information.