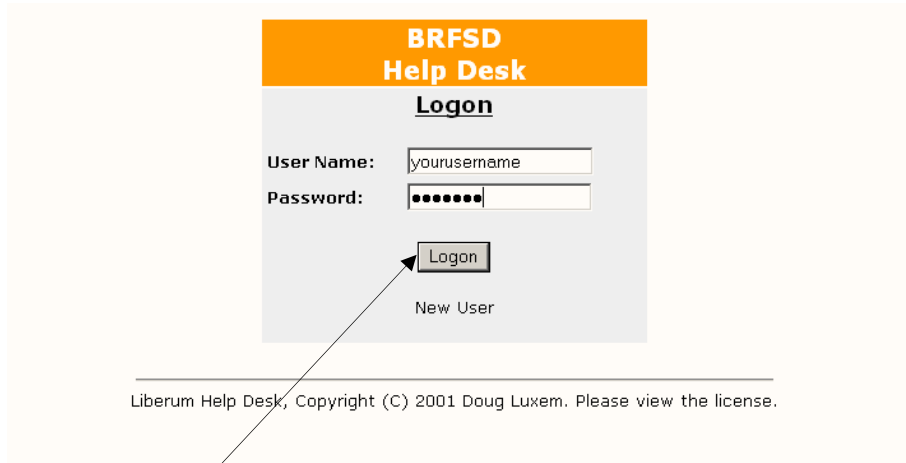


BRF Helpdesk

(to submit requests for phone, computer, printer help)

BRF Helpdesk may be accessed at <http://services.brf.org/helpdesk>



Log into the Help Desk using your usual *username*

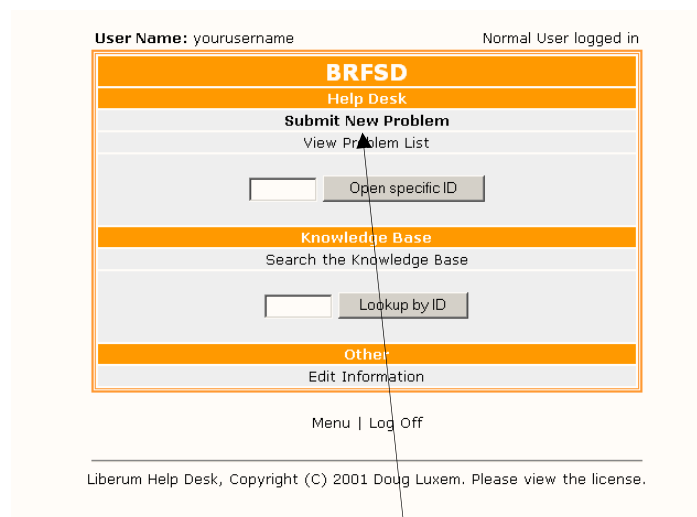
(*first five letters of your last name & first three of your first name*)

The default password has been set to *learning4357* – you can change this after logging in

Click on **Logon**

Please check your information, if anything is incorrect, please click on the Edit Information link towards the bottom of the page and make any corrections.

(New users – I didn't have room numbers or phone extensions for many of you so please make sure you update that information)



To enter a new problem, click on the **Submit New Problem** link

* - Required

Submit A New Problem

Contact Information	Problem Classification
User Name: yourusername	Building: Forrest Street *
E-Mail: yourusername@brf.org *	Category: Network *
Room Number: 000	
Phone: 0000	

Problem Information:

Subject: *
My computer doesn't log into the network.

Description: *
My computer gives an error message - No tree or server found - when I attempt to log into the network. |

[Submit Problem](#) [Clear Form](#)

[Menu](#) | [Log Off](#)

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The first time you log on, please make sure that all your information is correct – Email address, Room Number, Phone, Building.

Click on the down arrow by Category and select the category that best describes your issue. If you are unsure or the category doesn't exist, click on Other.

Click in the box under Subject and enter a short summary of your problem. Be as specific as possible here.

Click in the box under Description and enter a longer description of your problem – once again be as specific as possible and include any information you think may be pertinent. Once you have the information entered, click on **Submit Problem**

Problem 224 Submitted

Problem ID: 224
User Name: yourusername
E-Mail: yourusername@brf.org
Phone: 0000
Room Number: 000
Start Date: #2007-3-23 8:17:29#
Building: Forrest Street
Category: Network
Assigned To: Peggy Gordon
Subject: My computer doesn't log into the network

Description:
 My computer gives an error message - No tree or server found - when I attempt to log into the network.

Menu | Log Off

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Once the problem is submitted, you can either return to the Main Menu or Log Off. You can check on the status of a problem, see who is assigned to it, what's been done, or add additional notes at any time.

Follow the first step to log on to the Helpdesk website

User Name: yourusername Normal User logged in
Most Recent: My computer doesn't log into the network

BRFSD

Help Desk

Submit New Problem

View Problem List

Knowledge Base

Search the Knowledge Base

Other

Edit Information

Menu | Log Off

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At the top of the screen, you will see your most recent problem listed. Under the **Submit New Problem** link, there is a **View Problem List** link. Click on this to view the list of problems you have submitted.

Problem Listing for yourusername

ID	Subject	Assigned To	Date Submitted	Status
224	My computer doesn't log into the network	Peggy Gordon	3/23/2007	OPEN

Menu | Log Off

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At this screen you will see the problems listed, who is assigned, the date you submitted the work order and the status – Open, In Progress, Closed. Click directly on the problem to see more specifics about the status.

Building:	Forrest Street
Category:	Network
Assigned To:	Peggy Gordon
Status:	OPEN

Problem Information:

Subject:

Description:

Notes:
 No Available Notes

Enter Additional Notes:

Problem Listing

You can add additional notes at this screen. Click on **Update Problem** to add the new notes to the work order.

Problem 224 is Updated

View the details of Problem 224.

[Menu](#) | [Log Off](#)

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Once you are at the Problem is Updated screen, you can return to the Menu or Log Off

Changing your password

Follow step one to log on or click on Menu to return to the Menu screen.

The screenshot shows the BRFSD Help Desk interface. At the top, it displays "User Name: yourusername" and "Normal User logged in". The main content area is divided into three sections: "BRFSD Help Desk", "Submit New Problem" (with "View Problem List" and an "Open specific ID" button), and "Knowledge Base" (with "Search the Knowledge Base" and a "Lookup by ID" button). Below these is an "Other" section containing the "Edit Information" link. At the bottom of the interface, there are "Menu" and "Log Off" links. A line points from the "Edit Information" link to the text "Click on Edit Information" below the screenshot.

Click on **Edit Information**

Enter *learning4357* as the old password

Enter whatever you would like to use as a password

Enter it a second time to confirm it

You can also change or add any other information that may be incorrect or incomplete.

Update Information

User Name:	yourusername
First Name:	<input type="text" value="Your"/> *
Last Name:	<input type="text" value="Username"/> *
E-Mail Address:	<input type="text" value="yourusername@brf.org"/> *
Phone Number:	<input type="text" value="0000"/>
Room Number:	<input type="text" value="000"/>
Building:	<input type="text" value="Forrest Street"/> ▾
Language:	<input type="text" value="English (English)"/> ▾

Old Password:	<input type="text"/> *
Password:	<input type="text"/> *
Confirm Password:	<input type="text"/> *

* = Required

Menu | Log Off

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Maintenance Workorders

The workorder page for maintenance workorders works the same way. The site to access it is :

<http://services.brf.org/workorder>