

# VSB Service Centre Customer Documentation

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## Layout Overview

### General Overview

This section will go through the layout and basic functionality of the landing page, Fig. 1.1. The landing page is adaptive and usable with all devices supported by the VSB IT department. Computers, both Windows and OSX, and mobile devices, iPhones and iPads.



Fig. 1.1 – New portal landing page – VSB Service Centre

The landing page has two main options to select from, Fig. 1.2. Each section will be expanded upon later. IT Service Desk is for any IT related issue or request. School Services is for MyEdBC, CSL & Library Services support & inquiries.

### IT Services

When you click on IT Service Desk it will take you to the IT Service Portal



Fig. 1.2 – IT Service Desk



ISB Vancouver School Based			🔒 Seen Houdy * 🚁
None Liff Colorida			
AL		T Service Portal	
Frequent Services		Hi Sean, here are your IT tickets.	
<u>N</u>	<u>a</u>	Celor Perul'Amonies, keikkei (2): 9550	F
Fix My Computer	Clear Print Queue	Deh Pendensensen, Nahe E 19981 10207 83.04 Dae Pendensense Jahreiset appral Care & EE 1002 500 /Pe Devel Baar Angel	a de
	킬	Onler Metralisansense, teaket ID 19632 T350719 3 28.M One Petralisansense, Salenkal va potal UB C M to HOM-NGH-UBB-In/05C C Adapter	
Internet Issues	Parts and Accessories	Texa Could         Tex Philos, headed 19979           11202012 3 MAR         Ny Haya di strain no	
View All Services		Texa: Publics, Nocket D130710 Texa: Publics, Nocket D130710 (102020162 9 AM	
ā		wil a wy sin Inna: Goad Fee Publie, lesder () 105127	
T Services		Olsend Tickets Open Tickets	
	We enable learning, work, and communicati	tions by providing modern, optimized, and responsive technology and services.	
	Phone 60	04-713-4444 or email: servicedesk@vdb.bc.ca	

Fig. 1.3 – IT Service Portal

On the top left there is an IT Calendar, which show changes or maintenance requests that IT will be doing throughout the year.

From the IT Service Portal, you can see all your existing Open Tickets or Closed Tickets. Ticket Status will display quick information about the ticket. Information displayed includes Ticket Category, ticket number, status of the ticket and last date edited. The list displays oldest tickets first and are also clickable, taking you to the selected record.

Order Parts/Accessories Inciden	ID 104580	
11/8/2019 8:38 AM		
Order Parts/Accessories Submitte	d via portal. USB-C (M) to VGA (F) adapter	
Status: Assigned		
Order Parts/Accessories, Inciden	ID 104581	
11/8/2019 8:38 AM		
Order Parts/Accessories Submitte	d via portal. Core i5 8GB 120GB SSD (Pre-Owned)	
Status: Assigned		
Order Parts/Accessories, Inciden	ID 104582	
11/8/2019 8:38 AM		
Order Parts/Accessories Submitte	d via portal. USB-C (M) to HDMI+VGA+USB-A+USB-C Adapter	
Status: Closed		
Fix a Problem, Incident ID 10471		
11/20/2019 7:14 AM		
my laptop will not turn on		
Status: Assigned		
Fix a Problem, Incident ID 10471		
11/20/2019 7:16 AM		
wifi is very slow		
Status: Closed		
Fix a Problem, Incident ID 10512		
11/27/2019 2:38 PM		
Adulta CC install		
	Onen Tieleste	

<u>Fig. 1.4 – My Tickets window</u>



If you click on a ticket, you will be taken to the status page where you can see the progress of your ticket, see if a tech is assigned, add a note to the ticket or cancel the ticket.

Incident 104716	Add Note	Home LIT Calendar	
Western Matural Canada		🖊 Edit 📓 🛶 🗑 🖛 🎝 🛠 📓 🗠	(0) ▼ Ko
wireless Network Services	7	A DESCRIPTION OF THE REAL PROPERTY OF THE REAL PROP	
wifi is very slow	Assigned	A series have	
	In Progress     Resolved     G Closed	Incident 105122	Add Note Cancel Ticket
ECHNICIAN		Computers	
Christopher Nicholl		DETAILED DESCRIPTION	
onal DEtails set is natively please enter details of your issue below and the req spe of detaice has the issue * VSB issued Device * Person OS: dows * Mac * IOS	vested information. al Device (i) SetSC Device	Adobe CC install	Assigned     Assigned     In Progress     Resolved
vs Version: 1809			G Closed
ere for how to find Windows 10 version			
ont you're connected te: 1928 desiver		Ecrial Number:	
Close Description:			

Fig. 1.5 – Ticket Status Portal

Frequent Services is the most often used requests submitted.



Fig. 1.6 - Frequent Services

Or click on the View All Services (IT Services) to see a list of everything in the IT Service Catalog



Service Catalog				SEA	ROE -	Q
	Accounts and Access Network accounts/drives, passwords, websites, applications and shared email	Apps and Software Supported software and apps for Windows, Mac, and IOS	District Applications Peoplesoft, SFE, ePro, AMA, GAMS, Library Services, Websites and more	R	Hardware Computers, Pads, monitors, projectors, Apple TVs, periphenals	
P	IT Professional Services Training, advising, and consulting services from LIT	Network Infrastructure Wireless and wired networking (WIFI, network ports, switches)	Office 365 Outlook, OneDrive, OneNote, Teams, Sharepoint, and more		Phones Skype for Business, traditional phones, mubile devices and voice mail	
	Printers Printers, Multifunction Devices, Papercut	Security and Privacy Phishing, hacking, viruses, data breaches, FOI requests, pop ups, block/unblock websites				

Fig. 1.7 – IT Service Catalog

Select one of the options which best describes your issue. i.e. Accounts & Access/Account Management/reset password (when you need to have your password reset), Office 365/Teams/Create (when you want to create a new Teams site).

The LIT calendar, Fig 1.8, is where upcoming IT events and IT Service Notifications will be posted. The calendar is selectable from the menu bar on the top left.



<u>Fig. 1.8 – LIT Calendar</u>

#### VSB Service Centre User Documentation



#### Parts and Accessories

This is still under construction and will evolve into a shopping cart style service. You can still submit requests through here for IT parts purchasing.

From the Home page click on Parts and Accessories.



#### Administrator Dashboard

The Admin dashboard, Fig. 1.14, provides a quick look at what tickets are currently open for your school/site. This dashboard is available only for School Administrators or Managers. Each part of the dashboard is clickable to show more information about each topic. The bar graph shows the number of tickets and the states they are in. This graph is sortable by dates. The yellow and green boxes provide a quick glance at number of Incidents and Service Requests open in the site. The pie chart shows the open ticket types. Finally, the bottom left area shows the devices assigned to the school/department, including staff's name, computer name, computer type and asset tags.



#### <u>Fig. 1.14 – Admin Dashboard</u>



## School Services



Fig. 1.8 – School Services

When you click on School Services it will take you to the School Services Portal. This Portal deals with requests for MyEdBC, CSL & Library Services.





From the School Services Portal, you can see all your existing Open or Closed Tickets. Ticket Status will display quick information about the ticket. Information displayed includes Ticket Category, ticket number, status of the ticket and last date edited. The list displays oldest tickets first and are also clickable, taking you to the selected record.

Frequent Services is the most often used requests submitted.



<u>Fig. 1.10</u>



Or click on the View All Services (MyEdBC, CSL or Library Services) to see a list of everything in their Service Catalog.

MyEdBC Service Catalog

ice Catalog		EARCH
Account Security Requests about user accounts and access profile	Functionality Requests about how to do certain tasks or functions, e.g. Gradebook, CB-RP, Scheduling, Transcripto, etc	Gradebook Requests about Gradebook setup and report generating
Ministry Reporting Requests about numing Ministry reports or reading the reports, eg. 1701, Tax, SADE, PEN Activity	Registration Requests about student registration, withdrawal, status or grade level changes, pre-transition	School Messenger Requests about 5chool Messenger functionality and reporting
Strong Start Centers Requests about StrongStart students	Withdrawal Requests about student registration, withdrawat, status or grade level changes, pre-transition	

Fig. 1.11 – MyEdBC Catalog

#### CSL Service Catalog

Service Catalog	
<b>CSL Login</b>	<b>CSL Support</b>
Logging into Commincation Student Learning (CSL)	Commincation Student Learning Support

Fig. 1.12 – CSL Catalog

#### Library Service Catalog

Service Catalog		SEARCH4	٩
Access Management Access to Moodle or Destiny	Databases EBSCO, WorldBook, Gale, Erc	General Request General requests or issues for the Library Services traam.	
myBlueprint Data import for myBlueprint			

#### Fig. 1.13 – Library Services Catalog



## Signing in

## Two options for signing in

The first option for logging into Cherwell is to click on any of the options on the main page of the menu. If you are not signed in, you will be prompted to sign in with your VSB account, Fig. 2.1. **Please note that you do not need to include the @vsb.bc.ca when signing in.** 

Login	×
Log in with your Cherwell account	
USER ID	
PASSWORD	
Cancel Login	



Another option to sign in is to select Login, located in the top right corner of the home page. Which will also prompt you to sign in as shown above, Fig. 2.2.



<u>Fig. 2.2</u>

## Submitting a Request

Submitting a Request is the same for both IT Services and School Services

For this example, we will go through submitting a ticket for wireless issue (Network Infrastructure). Select Internet Issues from Frequent Services.

Frequent Services	
<u>S</u>	<u>a</u>
Fix My Computer	Clear Print Queue
Internet Issues	Parts and Accessories
View All Services	
IT Services	

Fig. 3.2 – Internet Issues

There are 3 levels of categorization – Category – Sub-Category-Item.

You can also navigate to this through View All Services - Network Infrastructure – Wireless Network Services. Each category will have a unique set of secondary options, in the case of the chosen category there are two: Wired Network Services and Wireless Network Services.

Service Catalog			SEACH
Accounts and Access Network accounts/kines, passwords, website applications and shared email	n, E Apps and Software Supported obsars and apps for Windows, Mac, and IOS	District Applications Peopleroft, STL, ePro, Allia, OAMS, Library Services, Websites and more	Computers, Peds, monitors, projectors, Apple Tris, periphenals
Training, advising, and consulting services fro	In Network Infrastructure Wireless and wind networking (NPT, network port, switched	Office 365 Oxford, OneOhine, OneIhiste, Teams, Sharepoint, and more	Phones Skype for bacines, traditional phones, mobile devices and voice mail
Printers Printers, Hubblanction Devices, Papercut	Security and Privacy Pholog, Incling, Insure, data Insults, 10 reports, page yay, McGrundlock vehicles		
	Service Catalog		
	Service Catalog / Network Infrastructure		
	Network Wire	iless and wired networking (WiFi, network ports, switches)	
	Wired Network Services Wir Request or fit wired network services services	eless Network Services Just or fis wireless network ces	



In the third, and final section, of the catalog you will have two options, Fix a Problem and Submit a Request. An easy way to decide which option you're after is: Fix a problem means something is not working/broken, Submit a Request means you want something.

Service Catalog Service Catalog / Network Infrastructure / Wireless Network Services		
Wireless Network Services	Request or fix wireless network services	
Fix a Problem Fix a problem with wireless network services	Submit a Request Submit a request regarding wireless network services	

In other categories, there may be more options but there will always be those two. Once you've decided which of the options you're going to submit, in this example Fix a Problem, it is time to enter the problem details and information, Fig. 3.3.

ix a Problem			Subm
Wireless Network Service	25		
Please describe the probl	em you're having: (	Sean Healy shealy@vsbbbc.ca	
		Click here to submit for someone:	
Site:		Click here to Add CC:	
Room:			
Computer Name: (Required)		0	
Does this prevent you from de	oing your work?	Does this affect multiple users?	
Yes		Ves	
No		No	
Additional Details			
If wireless is enabled please e	nter details of your issue below and	the requested information.	
What type of device has the i	ssue: 🔍 VSB Issued Device 🛛 🔘	Personal Device   SetBC Device	
Device OS:			
Windows Mac	ios		

Fig. 3.3 – Problem detail form

Fill in the – *Please describe the problem you are having* section. This section is very similar to Footprints, with some differences. For starters, almost all text boxes are Text Rich Fields. This means you can paste images into the text boxes. You are also able to pop out the text box by clicking on the aA (*in the top right corner*).

This will open a Rich Text Editor, Fig. 3.4, which allows you to change font settings, add more photos, etc.



Rich	1 Te	xt E	dito	or - D	eso	ript	ion	1										×
в	Ū	I	ł≡	E	≣	Ŧ	=	E	Micros	oft Sar	ns Serif,	s 🗸	12pt			~		
А	•	٥	•							0								
I.																		
														Can	-ol		Submi	
														can	.ei		Sabim	

Fig. 3.4 – Rich Text Editor

Select your site from the dropdown menu, add your room number and computer name (*if you are not sure how to find your computer name, hold your cursor on the ? next to the field*) in the appropriate box. Any box in Red is a Required field

A new feature to the system is submitting tickets for someone else. If someone is unable to log in or otherwise unable to create a ticket themselves there is an option in place.



Fig. 3.6 - Submit on behalf of someone else

If you click on the image beside: Click here to submit for someone, Fig. 3.6, you will be prompted to add someone, Fig.3.7.

Submitting On B	shalf Of	_				-		~	
Submitting On B	enatr Or:							×	
Records 1-7987 of 7987	Page 1 of 1		All  Multi-column so	ort					
SEARCH:						1	CHANGED:		
	۹						Any time	~	
FULL NAME T	FIRST NAME	Ŧ	LAST NAME	r	DEPARTMENT T		PHONE	T	
					Captain James Cook Elementary				í
	pride								
	tedteacher								
	tmplbulletin								~
									ľ

Fig. 3.7 – Submit on behalf of searching prompt

The easiest way to find who you're looking for is to use the search bar. If the person you're submitting for would like to receive email updates, select yes on the enable email notifications email prompt. Removing the selected person requires you to click the image again.



Below submitting a request for someone else is the CC field. If you click the image with the + you will be prompted to select a VSB Email or add a Non-VSB Email. If you select a VSB email, a similar field to Submitting on behalf, Fig 3.7 of someone else will allow you to search for whomever you wish to add. If you're adding a non-VSB email you will be asked to enter the email address. Clearing the CC field will also be an option once you have something in the CC field.

Some tickets require additional information as the issue is more complex. Our example of Wireless Issue is one of these and contains a section labelled Additional Details, Fig. 3.8, which will ask in depth questions to help speed up your ticket.

Does this preven	t you from doing y	our work?	Does this affect	multiple users?
Yes			Yes	
No			No	
	etails	etails of your issue below	and the requested informati	on
What type of do	vice has the issuer	VSR Issued Device	Derconal Device	SotRC Device
Device OS: Windows	<ul> <li>Mac</li> </ul>		Personal Device	Selbe Device
<ul> <li>Windows</li> </ul>	Mac	o ios		

#### Fig. 3.8 – Additional Information Section

At this point in time you can click the Submit button to send the ticket to IT. If you're missing any required fields, you will be prompted.



### Parts and Accessories

From the Home page click on Parts and Accessories.

Home LIT Calendar	
Frequent Services	1. 2
×	A
Fix My Computer	Clear Print Queue
Internet Issues	Parts and Accessories
View All Services	A
IT Services	

This section is functional but still in development as it will eventually resemble a shopping cart checkout system.

Please provide the required information. If you are not sure which type of part you need, click on the List of Available parts and accessories link. Each item has a picture associated with it so you can see what the part looks like.

Order Parts/Accessories	
Computer Parts/Accessories	Submit
Please describe in detail the request you're submitting:	
Requestors Name:	Sean Healy
Approvers Name (Manager/P/VP):	shealy@vsb.bc.ca
School/Dept Name:	
Qty:	Submitted On Behalf Of:
Item #:	
Item Description:	Add CC:
Cost: \$	
COA#:	<b>~</b>
Site: (Required)	
Room: (Required)	
List of available parts and accessories	



## Edit Ticket

#### Changing Details

If you wish to provide more details or change the location/room number there is an option to edit the ticket. Select which ticket you wish to edit from My Open Tickets, click the Incident number or description title. This brings you to the ticket itself, Fig. 4.1, showing the information you provided, current status of the ticket and the tech it is assigned to.

Vancouver School Board			
Home LIT Calendar			
🧪 Edit 🔚 Sava 🗑 Abandon 🅼 🗙 🛄	Lookup 🛛 📎 (0) 🔻 🛛 🏀	🔶 Record 4 of 6 📣	≪ ■ ■
Incident 104715		Add No	Cancel Ticket
Computers			
DETAILED DESCRIPTION		1	New
my laptop will not turn on		2	Assigned
		3	In Progress
		4	Resolved
		5	Closed
TECHNICIAN Taylor Jamieson Serial Number:			



In the left most part of the menu part there is an option to edit the ticket. Selecting this option will allow you to change the details you had previously submitted, Fig. 4.2.



Once you have made a change you will be able to select the save button which has replaced the edit button. Or you can abandon the changes.

LIT Calendar		
ave 🤕 Aband	n 🕼 🗙 🛄 Lookup 💊 (0) 🔻 😝 🔶 Record 4 of 6 🐟 🚓 📔 🧮	
Incident	104715 Cancel	licke <sup>,</sup>
Computers		
Site:	Beaconsfield   New	
Room:	3rd floor	
Device Name	2 Assigned	
DS:	In Progress	
DETAILED DESCRIP	TON Parahad	
my laptop wil	not turn on	
	3 Closed	
TECHNICIAN		
Tavle	r Jamieson	
S Conta	(Service Desk	
Number:		
Notes		
10103		
ited By Sean Hea	/, Created Date Time 12/3/2019 2:11 PM	
	Fig. $4.2 - Edit Mode Enabled$	

#### Adding a note

After selecting the ticket, if you wish to add a note, select the Add Note button, Fig 4.3.



#### Fig. 4.3 - Add Note button



This button will provide a textbox to add notes to the ticket. Previous notes are displayed near the bottom of the webpage, Fig, 4.4. If a technician adds a note to the ticket it will show up here as well.



Fig. 4.4 – Notes Added

### Withdraw Ticket

If you have managed to resolve the issue yourself or just want to cancel the request, from the customer portal, click on the ticket you wish to cancel. It will open the ticket and select Cancel Ticket

