



eSupport Quick Start Guide

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"Helping You Reach Your Peak"
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Purpose & Introduction

The eSupport system was designed for **Adirondack Solutions** clients to submit, track, and update helpdesk support tickets. It was also designed so clients can submit general questions regarding our software and suggestions for enhancements of future versions. eSupport allows clients to see what status their ticket/problem is at, what staff member at our helpdesk has been assigned to the ticket, and gives the client the ability to view or add notes to the ticket. We want to stress that the eSupport system has been created as a tool to aid in solving support problems. It was not created to replace the communication level we have always had with our clients.

If at any time you need assistance while using the system, please call the HelpDesk at 908.725.8869 – Option 2 or e-mail us at support@adirondacksolutions.com.

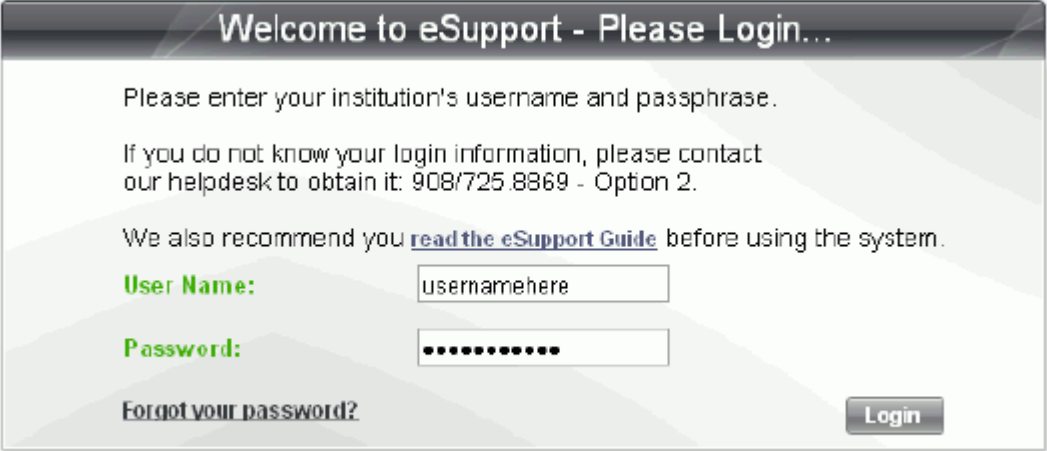
How to Login

Each institution has one eSupport login name and password. The login information for eSupport has been sent to your main technical and functional users at your institution. We highly recommend that you designate only a selected few to have access to eSupport. This group of people will be the liaison between all users of the software at your institution and our support group.

You can login to eSupport in two ways:

- Go to: <http://helpdesk.adirondacksolutions.com>
- Login to MyASI with your personal MyASI username, password, and click on the eSupport link/logo on the MyASI page. (The logo is shown in the upper right hand side of the cover page in this document.)
- **Note: Please “allow popup windows” for this site.**

You will be asked to enter your institution’s **User Name** and **Password** as shown below:



>Welcome to eSupport - Please Login...

Please enter your institution's username and passphrase.

If you do not know your login information, please contact our helpdesk to obtain it: 908/725.8869 - Option 2.

We also recommend you [read the eSupport Guide](#) before using the system.

User Name:

Password:

[Forgot your password?](#)

eSupport 2007

eSupport@Adirondack Login screen

Once you login, you will be presented with the **Main Menu**:



eSupport@Adirondack Main Menu



eSupport@Adirondack Main Menu | [Submit a helpdesk ticket link](#)

Submitting a Helpdesk Ticket

When you click on the “**Submit a helpdesk ticket**” link, you will be presented with the ticket submission screen:

The screenshot shows a web form titled "Submit HelpDesk Ticket". The form contains the following fields and controls:

- Category:** Three dropdown menus with values "Bug Report", "The Housing Director", and "N/A".
- Title:** A text input field.
- Description:** A large text area with labels "Steps to Reproduce:" and "Expected Results:".
- Urgency:** A dropdown menu.
- Contact Info (Name/Phone/E-mail):** A text input field.
- Current Version Number:** A text input field.
- Additional Information (Actual Results: Full Error Messages, Screen Names, etc.):** A text input field.
- Database:** A dropdown menu with the value "select Database".
- Asset:** A dropdown menu with the value "Not associated to asset".
- Attachments:** A text input field with a dashed line, and two buttons labeled "Add" and "Remove".
- Submit:** A button at the bottom left of the form.

Submit Helpdesk Ticket screen

You will need to fill out this form with the following information:

Category:

◆ Type of Request:

- **Bug Report** – A problem with the software’s functionality has been found or an error message has been displayed. Select this option when the software does not perform as it was designed.
- **Support Request** – Could be a general question, a data issue (not a bug), etc. You might need further explanation of a feature of the software after consulting the User’s Guide and Help System.
- **Change Request** – You are requesting an enhancement (change) to existing functionality (the software performs as designed, not a bug) in a future version of the software.

- **New Feature Request** – You are suggesting a new feature in a future version of the software.

● **Product Name:**

Select the software program you are submitting the ticket for.

Please be sure to differentiate **The Housing Director** from **MyHousing Web Suite** (which includes MyHousing, MyHousing ApplyOnline & MyHousing DeskStaff) and **The Judicial Officer** from **MyJudicial**.

● **Functional Area:**

If applicable, select the functional area / group of the software program you are submitting the ticket for.

Title:

This is a brief one-line description of your issue that will make it easy for both **Adirondack Solutions** and your institution to identify your ticket. Example: Assigning from the waitlist causes run time error.

Submit HelpDesk Ticket

Category:	<input type="text" value="Bug Report"/> <input type="text" value="The Housing Director"/> <input type="text" value="N/A"/>
Title:	<input type="text" value="Assigning from waitlist causes run the error"/>
Description:	<div style="border: 1px solid #ccc; padding: 5px;"> <p>When I try to assign a student from waitlist, I receive an error.</p> <p>Steps to Reproduce:</p> <p>1) From the Main Menu > Room Assignments > Waiting List 2) I click on the student I wish to Assign, choose the room on the right hand side and then click the Assign button.</p> <p>FYI - It seems this only happens in halls that have more than one word in their name.</p> <p>For now I am manually assigning the students from the Student Information > Students screen, but I felt I'd better report it.</p> </div>
Urgency:	<input type="text" value="Medium"/>
Contact Info (Name/Phone/E-mail):	<input type="text" value="Mary Smith, 124.456.7890, msmith@school.edu"/>
Current Version Number:	<input type="text" value="3.2.2180"/>
Additional Information (Actual Results: Full Error Messages, Screen Names, etc.):	<div style="border: 1px solid #ccc; padding: 5px;"> <p>The error appears and THD quits when I click Cancel.</p> <p>Waiting List Assignments screen</p> <p>Error 333884: Invalid use of null.</p> </div>
Database:	<input type="text" value="MS SQL Server 2005"/>
Asset:	<input type="text" value="Not associated to asset"/>
	<input type="text" value=""/> <input type="button" value="Add"/>

Example: Submit HelpDesk Ticket screen

Description:

Type the description of your request here:

- If your ticket is a **bug report**, please be very thorough in your description of the problem. The more information provided, the easier it will be for our support staff to resolve your issue.

Example:

When I try to assign a student from waitlist, I receive an error.

Steps to Reproduce:

- 1) From the Main Menu > Room Assignments > Waiting List
- 2) I click on the student I wish to Assign, choose the room on the right hand side and then click the Assign button.

Expected Results:

Optional

- If your ticket is a **support request**, be sure to be clear and concise in your wording of the request / question.
- If your ticket is a **change request**, be sure to include basic information about the function you would like to see changed, what screen (if any), as well as any other details.
- If your ticket is a **new feature request**, be sure to include basic information about the feature you would like to see added, what screen (if any) the feature should be added to, as well as any other details.

Urgency:

When you submit a request in eSupport, you will be asked to select the **Urgency**. Here are some guidelines:

- **Urgent - Severe Impact to Business Operations**
These requests severely affects the ability to conduct business. This may mean that the systems are down or not functioning and no procedural workaround exists.
- **High - High Impact with Disruption to Normal Business Operations**
These requests are high-impact issues that disrupt operation but there is capacity to remain productive and maintain necessary business-level operations. The issue may require a fix prior to the next planned commercial release of the software.
- **Medium – Medium Impact to Normal Business Operations**
These requests are medium-impact issues that involve partial loss of non-critical

functionality. The issue impairs some operations but allows the customer to continue to function.

- **Low - Low Impact to Normal Business Operations**
These requests include minor issues. The inconvenience is slight and can be tolerated.

Contact Information (name | phone | e-mail):

Please enter the name, phone and e-mail address to contact about this ticket.

Current Version Number:

If known, please enter the version number of the product for which you are submitting the ticket.

Example: From the **Main Menu > Help > About The Housing Director ...**

Additional Information:

You can use this notes field to record additional information about the ticket.

If your ticket is a **bug report**, you can include the **Actual Results** in this field, such as; what screen you were on, what you clicked, what the error message said (if there was one), etc.

Example:

Waiting List Assignments screen - The error appears and THD quits when I click Cancel.
Error 333884: Invalid use of null. Screen shot attached.

Screen Name: In most cases, the screen name is located in the top left hand side of the form.

Database Backend:

Select the database for the product for which you are submitting the ticket (i.e., Unknown, SQL, Oracle, etc.).

Attachments:

Use this area to attach any screenshots you may have taken, log files you have generated, etc. Please do not attach any executable files (**Microsoft Word, Microsoft Excel, and text files only**).

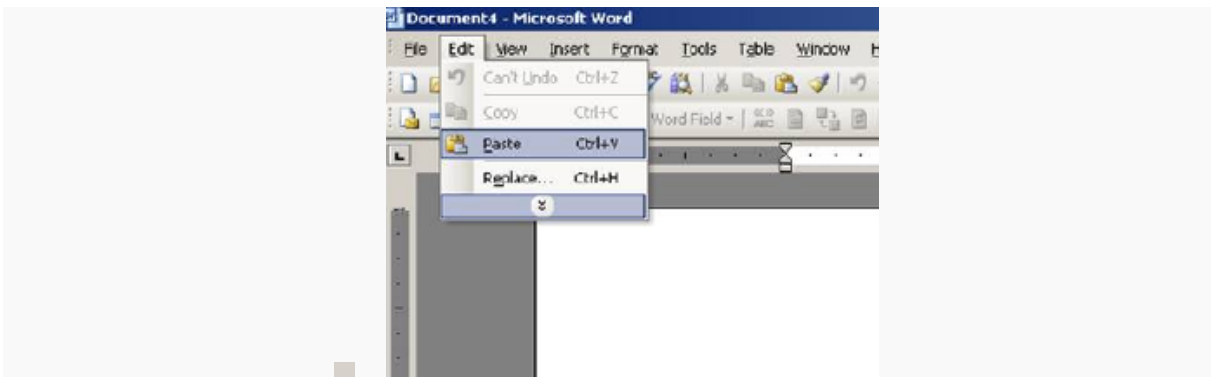
Screenshots

How to Take a Screenshot in Microsoft Windows:

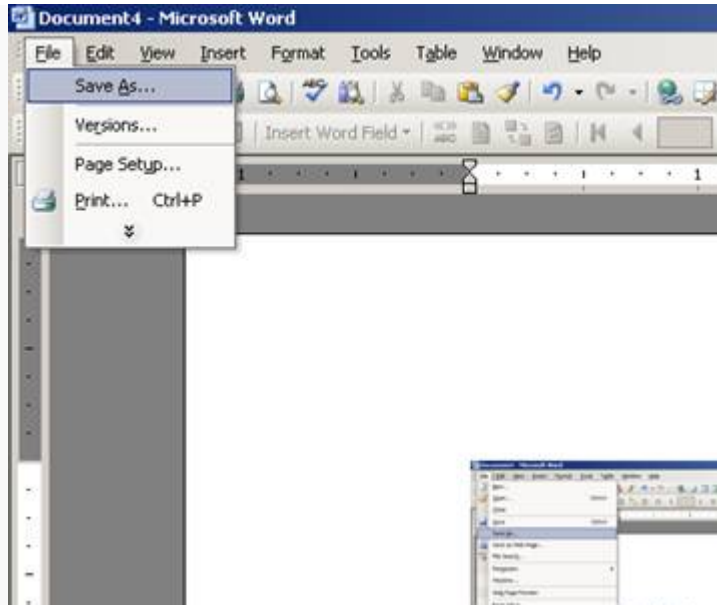
1. Press the Print Screen (usually labeled: "**Prt Scn**") button.



2. Open a new document using Microsoft Word. Click inside the white part of the document.
3. Go to the **Edit** menu and click **Paste** or you can press and hold "**Ctrl**" and tap **V**.



4. Click **File > Save As**. In the box that pops up, change the "Save As Type" to **doc**. Type in a **filename** for your screenshot. Choose a place to save, like the Desktop, and click **Save**.



5. You have now successfully taken a screenshot! Simply attach the .doc file that you just saved to your ticket in eSupport (or an e-mail).

Tips

- If you want to take screenshot of just the active window (the one that's most on top and activated), press "**Alt - Print Screen**". This means, you should hold down the **Alt** key and then press the **Print Screen** key.
- Many laptops, to conserve keyboard space, have mapped the "**PrtScr**" key as a primary or secondary function on a shared key. To take a screenshot with "**PrtScr**" mapped to a key as a secondary function, you will need to locate your notebook's **function** key (usually labeled "**Fn**" and located along the bottom row) and engage it before touching "**PrtScr**."

Log Files

The purpose of **Logging/Error Logging** is to record the actions of a user that is encountering a problem with the software. When logging is turned-on the program (THD, JO, DIM) automatically records all events, queries, and errors that occur while logging is on. At times, an Adirondack employee may ask you to turn logging on so that he/she can better troubleshoot an issue or problem you are having.

Example:

You can turn on logging from the **Login** screen or the **Main Menu** screen. Select the menu **File > Turn on Logging**. A check mark should now appear next to Turn on Logging in the File menu.

From this point on, several log (text) files will be created and appended to in the directory where **The Housing Director** is installed (usually c:\Program Files\Adirondack Solutions\The Housing Director).

You may be asked to e-mail one or more of these files to **Adirondack Solutions** for troubleshooting purposes.

Note: Most often, an Adirondack employee will ask for the selectstatements.log file.

Select **File > Turn on Logging** again to disable logging.

Submit your helpdesk ticket


When you are ready to submit your helpdesk ticket, click the **Submit** button. The page that appears will display your ticket number. You can keep record of this ticket number if you want to call or e-mail to inquire about your ticket's status; but this is not necessary as you can check the status at any time yourself as described in the next section of this document.

Once you submit a helpdesk ticket, it will be reviewed by our helpdesk manager and assigned to the appropriate ticket manager. You will be contacted via phone or e-mail if any further information is needed or to provide a resolution to a bug fix.

Viewing the Status of Current Tickets & Reviewing Ticket History

eSupport allows users to view the status of their current helpdesk tickets as well as view any past tickets that have been closed. To access your ticket queue, click on the **“View current ticket status and past ticket history”** link from the main menu. A page will appear listing all the pending and closed tickets for your institution.

View current ticket status and past ticket history.

Search  Show All << 1 of 4 >>

Pending/Closed Tickets - Records 1 - 25 of 80

#	Modify Time	Category	Sub Category	Title	Description	Status	Assigned To	Urgency	Solution
1542	7/6/09 11:24 AM	Bug Report	The Housing	Assigning from waitlist causes	When I try to assign a student from waitlist, I receive an error.Steps to	Closed [Completed]	none	Medium	Used as an example in the eSupport Quick Start Guide
1587	7/4/09 10:08 AM	Support Request	MyJudicial	changes to MyJudicial	I want to change the dark green color on the progress bar in MyJudicial and	Closed [Completed]	MSALE	Medium	Above suggestions worked.
912	7/4/09 9:45 AM	Bug Report	The Judicial	JO 2.2 issues	When adding user groups in Admin Users, I'm getting errors when I save a	Closed [Completed]	CBOONE	High	These were issues that were solved with a combination of the
872	7/4/09 9:45 AM	Bug Report	The Judicial	no points showing in	When testing version 2.2 in JO it is not giving a total number of points for	Closed [Completed]	NAZFAR	High	upgrade script revised to remove set of all point fields to 0.
658	7/4/09 9:45 AM	Bug Report	The Judicial	dups in JO	duplicates in JO	Closed [Completed]	NAZFAR	Medium	
1580	7/4/09 9:44 AM	Bug Report	The Housing	when adding student to	Steps to Reproduce: when going into a lottery and adding a student, once	Closed [Completed]	CBOONE	Urgent	year conversion check placed into the update check
1578	7/4/09 9:44 AM	Bug Report	The Housing	long delay after saving	Steps to Reproduce:When we choose a group of students to bill for damage	Closed [Completed]	CBOONE	High	Code changed to only update the grid entry after saving an existing
1519	7/4/09 9:44 AM	Bug Report	The Housing	Hall error	when going to Halls, I have 1 user who is getting the error "object variable or	Closed [Completed]	TMCCLAIN	Urgent	Fixed in 3.2.3038

View current ticket status screen

In the grid that displays you can see many things about each ticket:

- Time last modified
- Category
- Sub-category
- Title
- Description
- Status
- Who the ticket is assigned to
- Urgency
- Solution.

You can click on any ticket to view the details of that ticket and to view any notes that have been made on that ticket by a support staff member.

Help Desk - Ticket # 1542	
Title:	Assigning from waitlist causes run time error When I try to assign a student from waitlist, I receive an error.
Description:	Steps to Reproduce:
	1) From the Main Menu, Room Assignments > Waiting List 2) I click on the student I wish to assign, choose the room on the right hand side and click the Assign button.
	FYI - It seems this only happens in halls that have more than one word in their name. For now I am manually assigning the students from the Student Information > Students screen, but I felt I'd better report it.
Category:	Bug Report The Housing Director N/A
Solution:	Used as an example in the eSupport Quick Start Guide
Modify Time:	7/6/09 11:24 AM
Status:	Closed [Completed]
Urgency:	Medium
Assigned To:	none
Internal Notes:	Nishat Azfar (3/31/09 8:09 PM): sent email to Mary. Hello I tried to duplicate this on our version of the Housing Director. Unfortunately I couldn't reproduce it. Also the screen shot you sent me is blank so I couldn't see the error. I would like to do a gotomeeting with you tomorrow and see if we can reproduce it.
Attachments:	screenshot.doc
Attachments:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
	<input type="button" value="Submit"/>

View ticket details screen

You can also add your own notes to the ticket.

X

?
Please enter a note to add.

Hi, I tested the fix and it works fabulously.
Thanks!

Add a Note screen

FAQ/Self-Service Help

As eSupport grows, common problems or questions and their solutions will be listed under the FAQ/Self-Service Help area.

Changing your Current Settings

This page allows you to change your institution's password for eSupport as well as time zone information and your main institutional contact's e-mail address. We recommend filling in this e-mail address with the address of the person on your campus that should receive status updates to tickets, etc.

Important Notes:

If you want to have multiple people on this list, you can create a group alias on your institution's e-mail server and enter that address here.

We ask that you do not change the **First Name** and **Last Name** fields.

My Settings	
Password	<input type="text"/>
Confirm Password	<input type="text"/>
First Name:	<input type="text" value="Gettysburg College"/>
Last Name:	<input type="text"/>
Email:	<input type="text" value="lbecker@gettysburg.edu"/>
SMS:	<input type="text"/>
Language	<input type="text" value="English (United States)"/>
Time Zone	<input type="text" value="EST (EST)"/>
Encoding	<input type="text" value="English (en-iso-8859-1)"/>
<input type="button" value="Save"/>	

My Settings screen