



The Library Network

Libraries Working Together

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Helpdesk Software Policy – TLN Library Members

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TLN Library members are invited to use TLN's helpdesk software for all requests including email, listservs, connectivity, mobile lab, network, quote and purchase requests, EnvisionWare, SAM, technology services, web site maintenance (including member directory), job postings, acquisitions, business office, delivery, cataloging, MeLCat, Overdrive, Museum Adventure Pass, shared system and more.

To access the helpdesk software, please go to <http://helpdesk.tln.lib.mi.us>. There is also a **Submit a Ticket** link on the TLN website under the **?Helpdesk** section on the right side of the TLN Home Page. If you are not able to access the internet or if your matter is urgent, please call the helpdesk at 248.536.3100 x134.

1. Enter the 4 character library delivery code as the user name. **Each library has been assigned one user name and password.** For example, Addison Township's user name is addi.
2. Enter the password.
3. Click on the Login button.

Overview of Helpdesk Software

1. **Helpdesk Tab** enables you to list all open tickets, add new tickets and view closed tickets.
2. **My Info Tab** – for library helpdesk contacts only
Library Helpdesk Contacts Only:
 - a. Password: The password can be changed here to something unique. If the password is changed, please be sure that all library staff that use the helpdesk ticket system are notified of the new password.
 - b. First Name – this field is always blank
 - c. Last Name – this field is never changed. It's the 4 letter library delivery code. A change to the name will affect your library's ability to view your ticket and also affect reporting statistics.
 - d. Email address: This field should contain the email address of the main library contact or as authorized by the Library Director. The authorized default contact will receive a copy of all ticket notifications.
 - e. For the remaining fields, please feel free to update the website URL, address, phone information.
3. **FAQ** – Knowledgebase information for your review prior to opening a ticket.

To Create a Ticket

1. Name & Email Address: When the main helpdesk window appears, you will see a field for name and email address pre-filled with information. **Please do not change the name.** Keeping this information the same for all tickets will enable staff at your library to view current tickets as well as a history of closed tickets for your library. **Please change the email address to your email address** so you will receive email notifications of updates to the ticket. **The email address field can only contain one email address.** Please do not attempt to add multiple email addresses to the field.
2. Category: click on the drop down box in this field to select the appropriate category. If you are not able to locate the appropriate category, please select 'Other'. (Libraries with prepaid contracts should choose Category: Technology Services and Sub Category: Prepaid Contract)
3. Sub Category: click on the drop down box in this field to select the appropriate sub-category. If you are not able to locate the appropriate sub-category, please select 'Other'.
4. Subject: Enter the subject of the request.
5. Description: Enter a detailed description of the request. Please be sure to include your name.
6. Attach file: Attach a document that would be appropriate to this request. Examples of attachments would be: screen shot of an error message, newsletter information, web maintenance information, member directory changes, etc.
7. Emergency: Only check this box when your request is of an urgent nature. **Be sure to include the contact name, phone number and hours available in the Description Field. Please see the helpdesk coverage document for further details on the definition of 'emergency'.**
8. Submit: Click on the submit button to submit the ticket to TLN. The TLN staff person assigned to the selected category and sub-category will receive an email notification of your request. The library staff person submitting the helpdesk request will receive an email confirmation of receipt of the ticket.

To Update or Modify an Existing Ticket

1. **Click on List All tab in the Helpdesk section to view all open tickets. Click on the Modify button to update the ticket.**
2. The TLN technician assigned to your ticket will receive an email notification of the update.
3. The library helpdesk contact will receive an email notification of all updates that the TLN technician makes to the ticket including when the ticket is closed.
4. TLN staff are able to re-open a ticket if for some reason the solution has not met your requirements. Library staff can view, add and modify tickets only.
5. **Please NOTE:** Only the library staff person whose email address is the default library contact can successfully reply to the email notification that you receive in your email inbox. **If you are not the default library contact, please reply to the ticket in the helpdesk software.** Unfortunately, this is an issue with the helpdesk software.

To View Closed Tickets

1. Click on List Closed tab in the Helpdesk section to see a list of all closed tickets.
2. Click on the View button next to the ticket you would like to review the details for.