

# VSB Service Centre Customer Documentation

## Contents

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Layout Overview .....	2
General Overview .....	2
IT Services .....	2
Parts and Accessories .....	6
Administrator Dashboard .....	6
School Services .....	7
MyEdBC Service Catalog .....	8
CSL Service Catalog .....	8
Library Service Catalog .....	8
Signing in .....	9
Two options for signing in .....	9
Submitting a Request .....	10
Parts and Accessories .....	14
Edit Ticket .....	15
Changing Details .....	15
Adding a note .....	16
Withdraw Ticket .....	17

# 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.

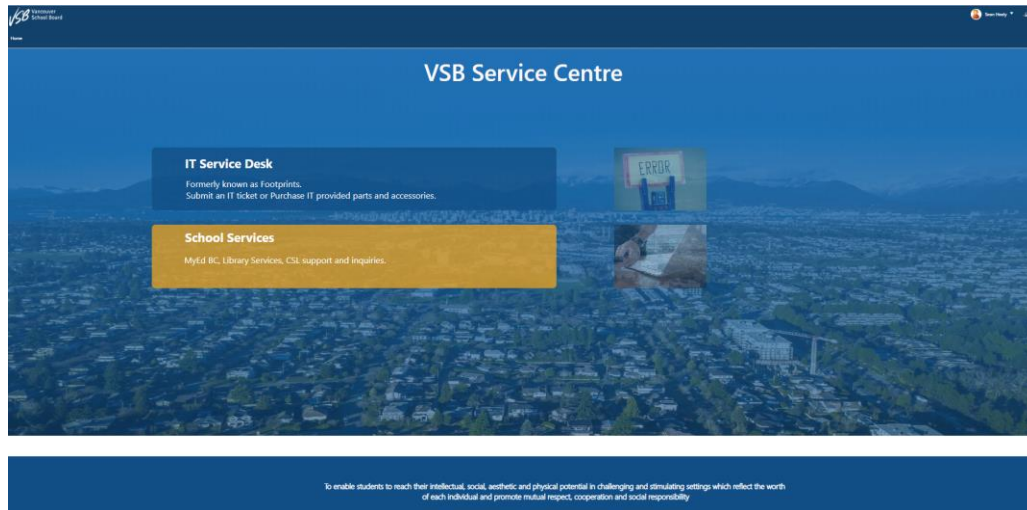


Fig. 1.1 – New portal landing page – VSB Service Centre

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

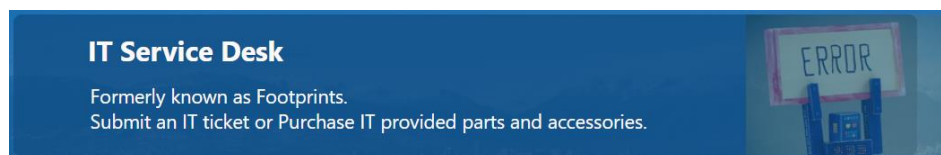


Fig. 1.2 – IT Service Desk

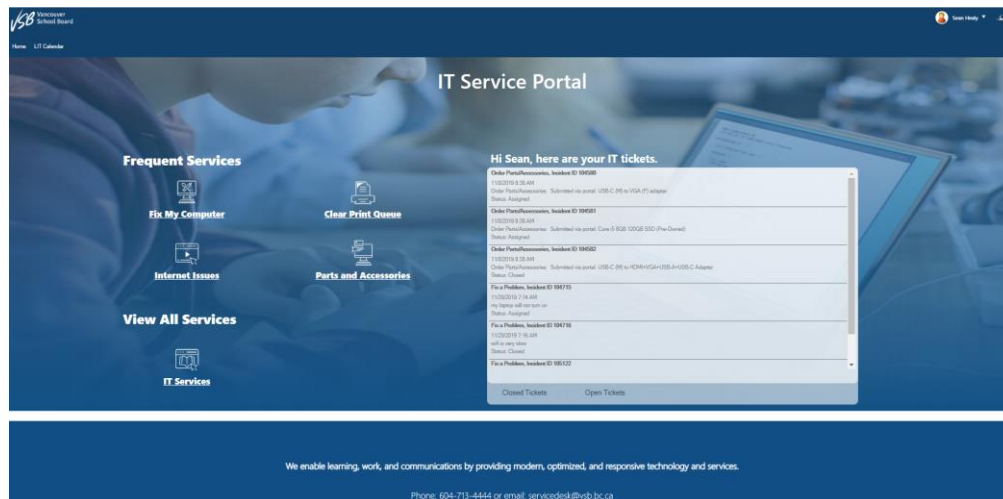


Fig. 1.3 – IT Service Portal

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.



Fig. 1.4 – My Tickets window

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.

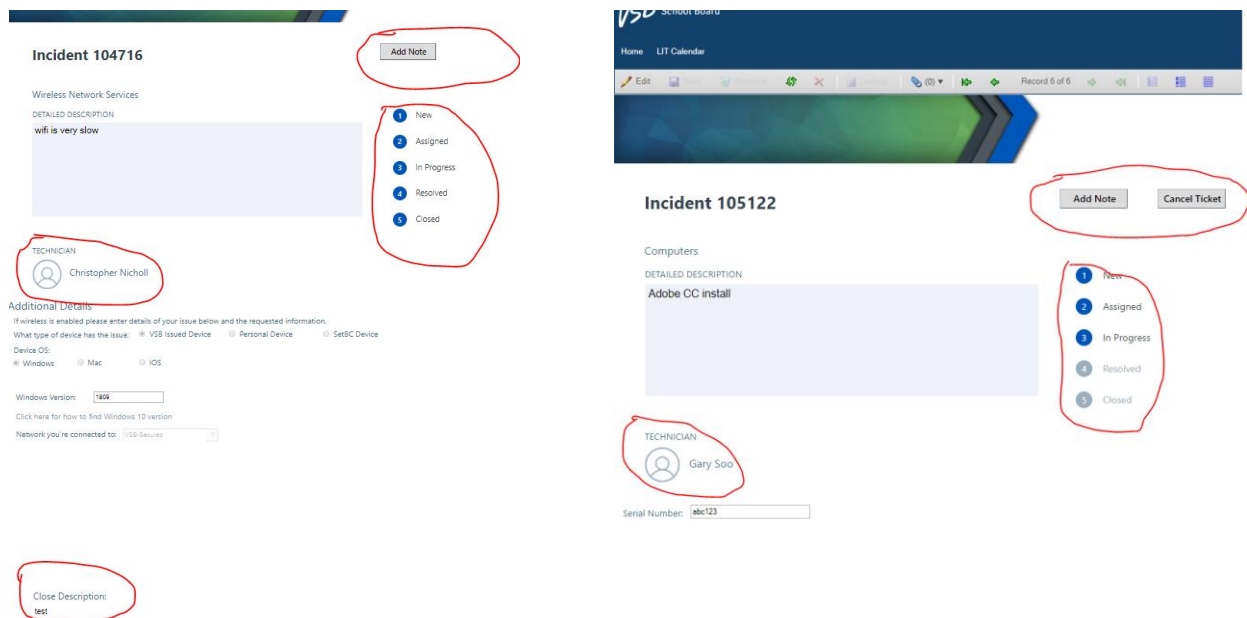


Fig. 1.5 – Ticket Status Portal

Frequent Services is the most often used requests submitted.

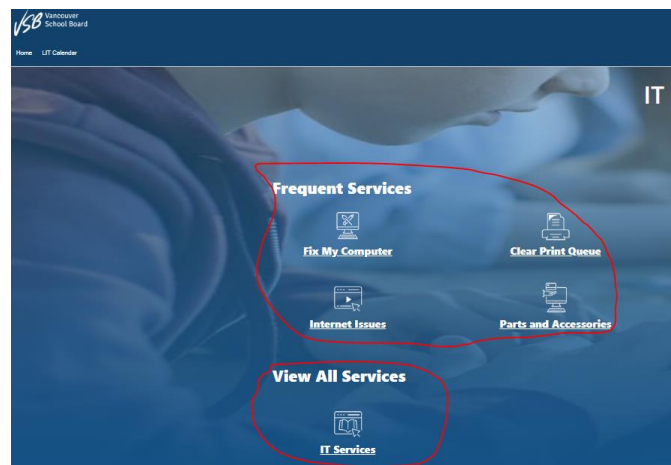


Fig. 1.6 – Frequent Services

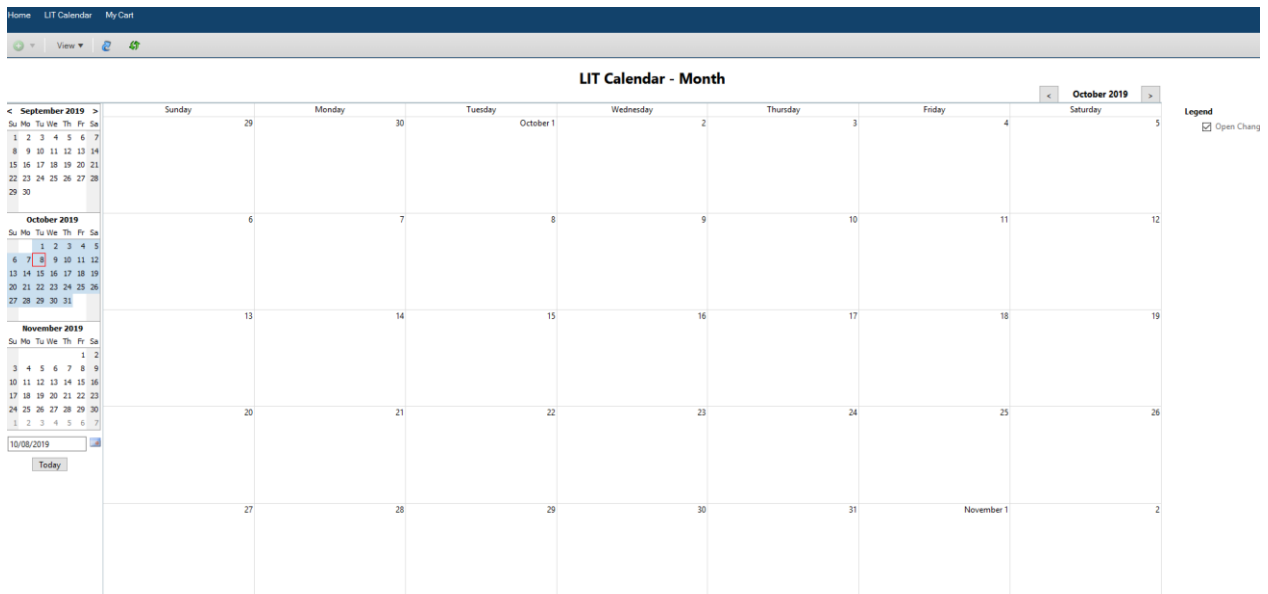
Or click on the View All Services (IT Services) to see a list of everything in the IT Service Catalog



**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.

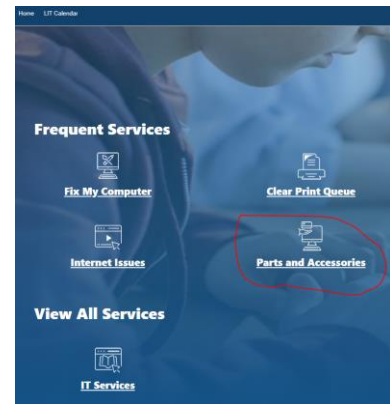


**Fig. 1.8 – LIT Calendar**

## 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.

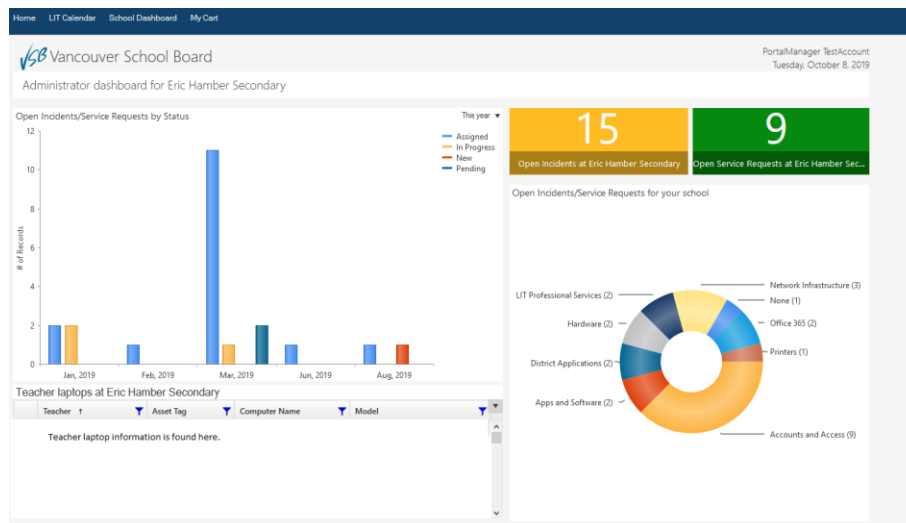


Fig. 1.14 – Admin Dashboard

## School Services

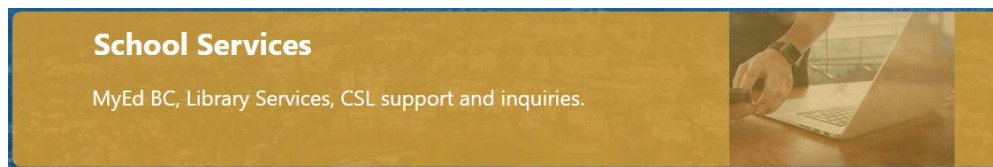


Fig. 1.8 – School Services

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.

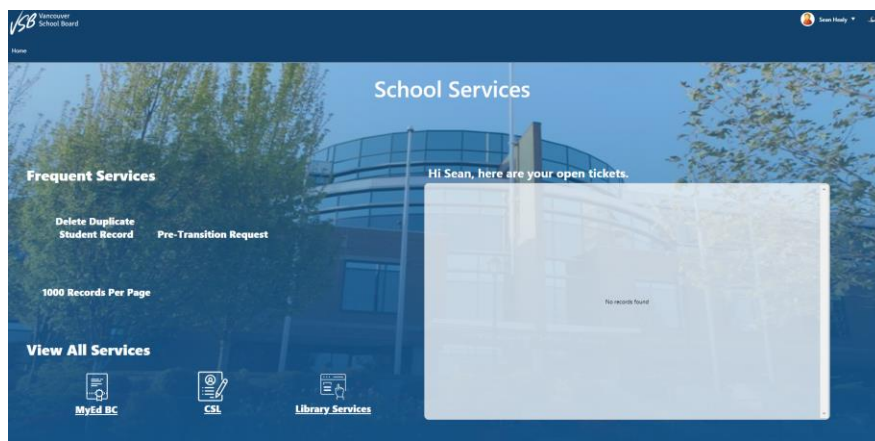


Fig. 1.9

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.

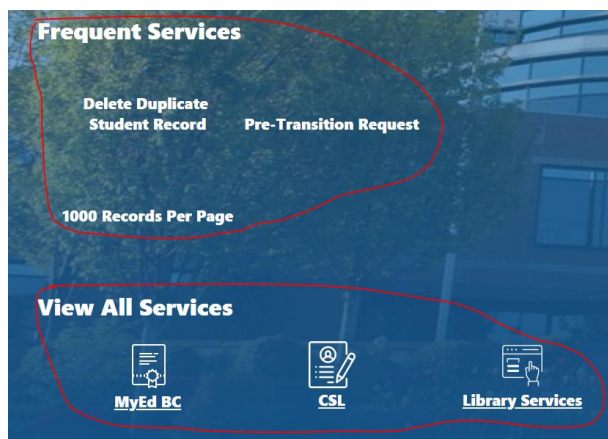


Fig. 1.10



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

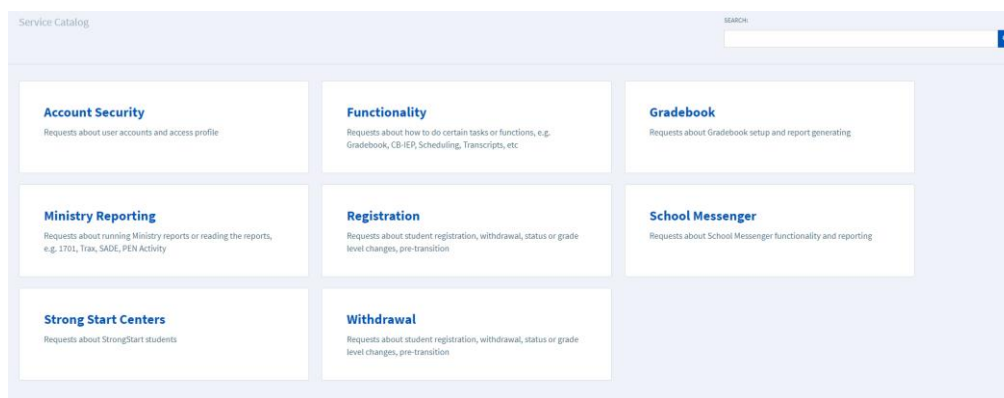


Fig. 1.11 – MyEdBC Catalog

## CSL Service Catalog

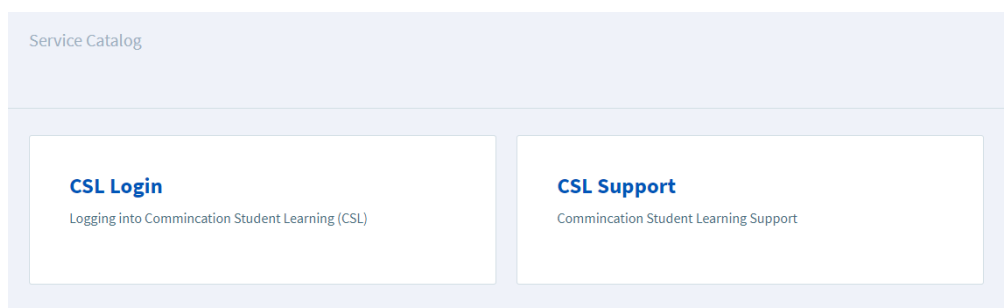


Fig. 1.12 – CSL Catalog

## Library Service Catalog

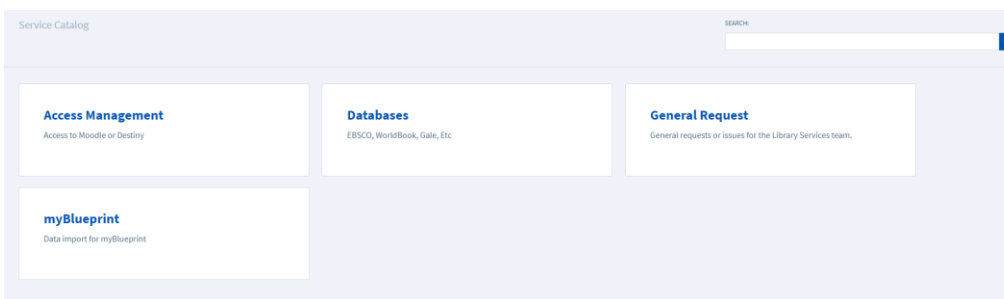


Fig. 1.13 – Library Services Catalog



# 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.

2.1. **Please note that you do not need to include the @vsb.bc.ca when signing in.**

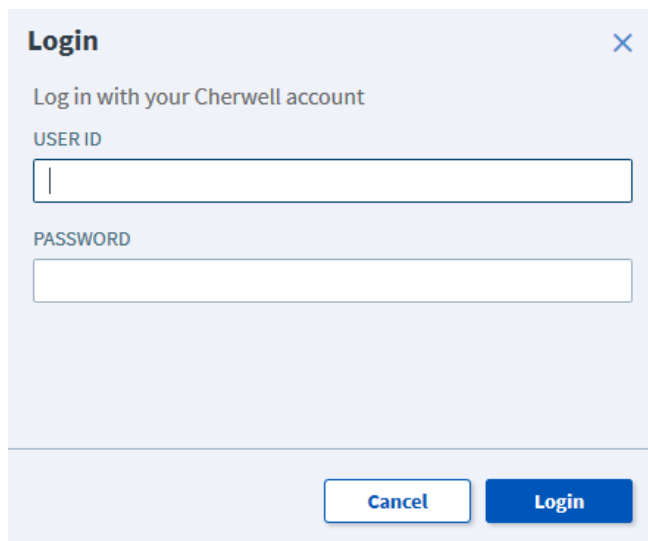
A light blue modal dialog box titled "Login" with a close button (X) in the top right corner. The text "Log in with your Cherwell account" is displayed. Below this, there are two input fields: "USER ID" and "PASSWORD". At the bottom of the dialog, there are two buttons: "Cancel" and "Login".

Fig. 2.1

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.



Fig. 2.2

# 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.

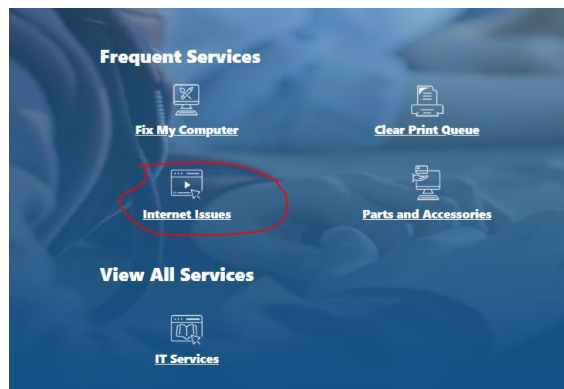
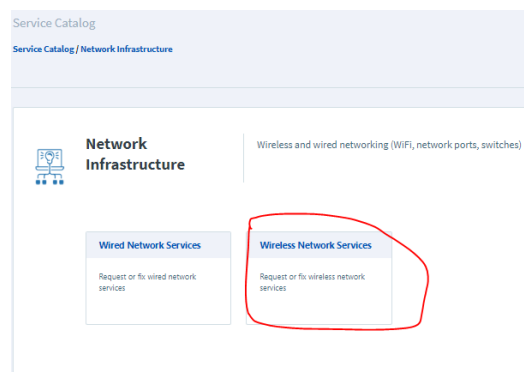
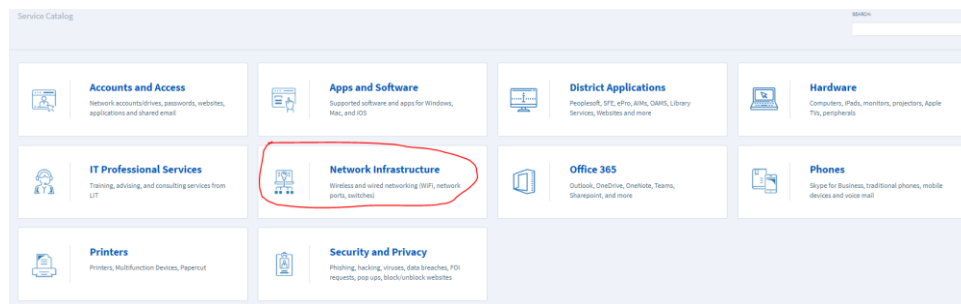


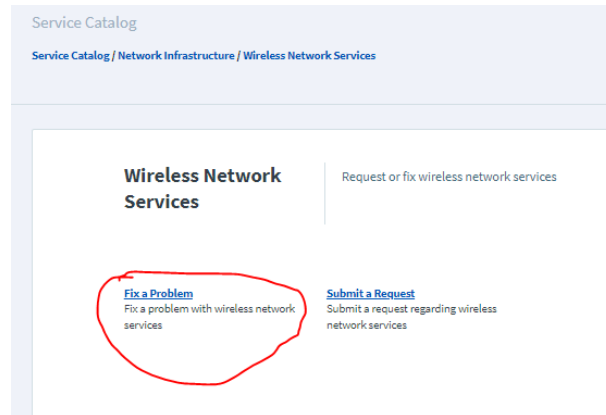
Fig. 3.2 – Internet Issues

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.



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.



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.

A screenshot of the 'Fix a Problem' form for 'Wireless Network Services'. The form has a 'Submit' button in the top right. The main section is titled 'Please describe the problem you're having:' and contains a large text area. To the right of the text area is a user profile for 'Sean Healy' with email 'shealy@vsb.bc.ca'. Below the text area are three input fields: 'Site:', 'Room:', and 'Computer Name: (Required)'. There are two sets of radio buttons: 'Does this prevent you from doing your work?' (Yes/No) and 'Does this affect multiple users?' (Yes/No). At the bottom, there is a section for 'Additional Details' with a note 'If wireless is enabled please enter details of your issue below and the requested information.' and two rows of radio buttons: 'What type of device has the issue:' (VSB Issued Device, Personal Device, SetBC Device) and 'Device OS:' (Windows, Mac, iOS). The 'Fix a Problem' link from the previous screenshot is circled in red.

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.

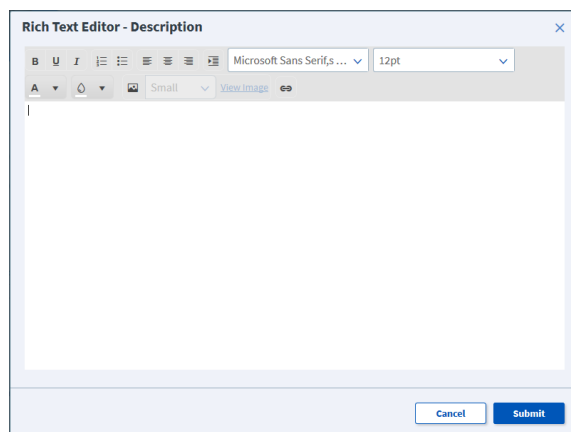


Fig. 3.4 – Rich Text Editor

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.

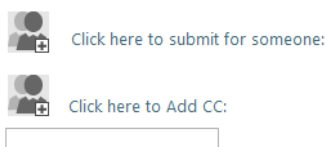


Fig. 3.6 – Submit on behalf of someone else

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.

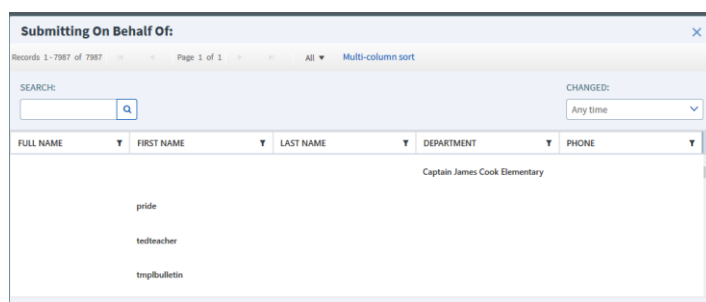
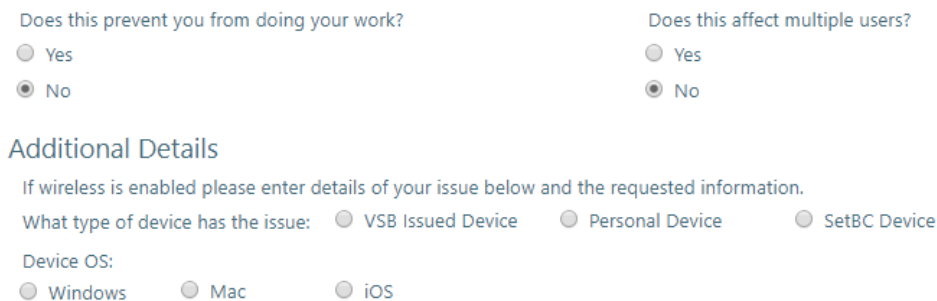


Fig. 3.7 – Submit on behalf of searching prompt

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 prevent you from doing your work?

☐ Yes

☒ No

Does this affect multiple users?

☐ Yes

☒ No

**Additional Details**

If wireless is enabled please enter details of your issue below and the requested information.

What type of device has the issue: ☐ VSB Issued Device ☐ Personal Device ☐ SetBC Device

Device OS:

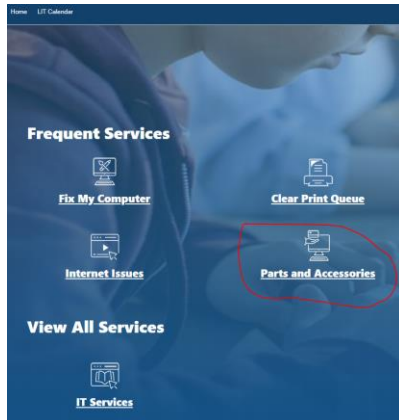
☐ Windows ☐ Mac ☐ iOS

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.



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

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Please describe in detail the request you're submitting:

**Requestors Name:**

**Approvers Name (Manager/P/VP):**

**School/Dept Name:**


**Qty:**


**Item #:**


**Item Description:**

**Cost: \$**

**COA#:**

 Sean Healy  
shealy@vsb.bc.ca

 Submitted On Behalf Of:

 Add CC:

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.

The screenshot shows the VSB Vancouver School Board service center interface. At the top, there's a navigation bar with 'Home' and 'LIT Calendar' links. Below this is a menu bar with 'Edit' (highlighted with a red circle), 'New', 'Abandon', 'Lookup', and a dropdown menu showing '(0)'. To the right of the menu bar, it says 'Record 4 of 6'. The main content area is titled 'Incident 104715' and includes 'Add Note' and 'Cancel Ticket' buttons. Under the title, it says 'Computers' and 'DETAILED DESCRIPTION'. The description text is 'my laptop will not turn on'. To the right of the description is a status list with five options: 1 New, 2 Assigned, 3 In Progress, 4 Resolved, and 5 Closed. Below the description, it says 'TECHNICIAN' and shows a profile icon for 'Taylor Jamieson'. At the bottom, there is a 'Serial Number:' label followed by an empty text input field.

Fig. 4.1 – View Only Ticket

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.

Home LIT Calendar

Save Abandon

Incident 104715 Cancel Ticket

Computers

Site: Beaconsfield

Room: 3rd floor

Device Name

OS:

DETAILED DESCRIPTION

my laptop will not turn on

TECHNICIAN

Taylor Jamieson  
[Contact Service Desk](#)

Serial Number:

Notes

Created By Sean Healy, 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.

Incident 104715 Add Note Cancel Ticket

Computers

DETAILED DESCRIPTION

my laptop will not turn on

TECHNICIAN

Taylor Jamieson

Serial Number:

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.

### Notes

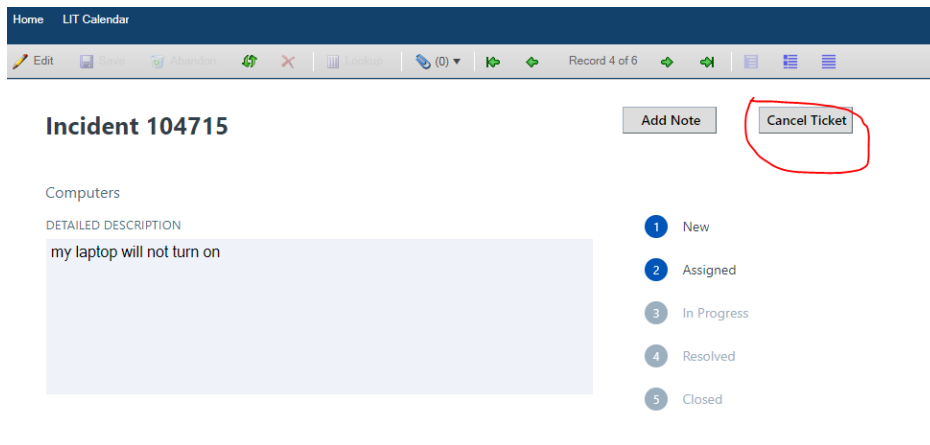
Created By Sean Healy, Created Date Time 12/3/2019 2:10 PM  
The screen is now flashing multiple colors

Created By Sean Healy, Created Date Time 12/3/2019 2:11 PM  
Now it is making a high pitch sound

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



The screenshot shows the VSB Service Centre interface. At the top, there is a navigation bar with 'Home' and 'LIT Calendar'. Below this is a toolbar with various icons for actions like Edit, View, Add, and Cancel. The main content area displays 'Incident 104715' with a category of 'Computers'. The 'DETAILED DESCRIPTION' section contains the text 'my laptop will not turn on'. To the right of the description, there are two buttons: 'Add Note' and 'Cancel Ticket'. The 'Cancel Ticket' button is circled in red. Below the description, there is a list of status options: 1 New, 2 Assigned, 3 In Progress, 4 Resolved, and 5 Closed.