



## Minnesota Counties Information Systems

413 SE 7th Avenue, Grand Rapids, MN 55744

Phone 218-326-0381

### Express Desk – Help Desk Tickets

As of November, 2018, Express Desk has a new look and feel with easier navigation and better search capabilities!

#### How do I access HELP Tickets or the Knowledge Base?

In the MCIS webpages you will find links to the “Express Desk HELP Tickets and Knowledge Base”  
The MCIS home page is <http://www.mcis.cog.mn.us/> and you will find the Express Desk link there.  
The main pages for the various applications, like Property Tax also have an Express Desk link. Click on the link, and you will see another page. Then Click on “Express Desk Connection to Counties” to start.  
➡ You will need your personal user ID and password. Contact MCIS if you don't know what that is.

New login page:



Username \*

[Register](#)

Password \*

[Forgot password](#)

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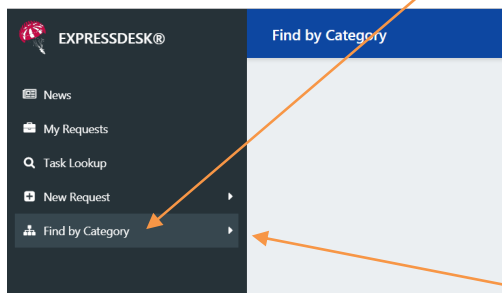
## Express Desk – Help Desk Tickets

Do you have a question, or are you experiencing a system problem?

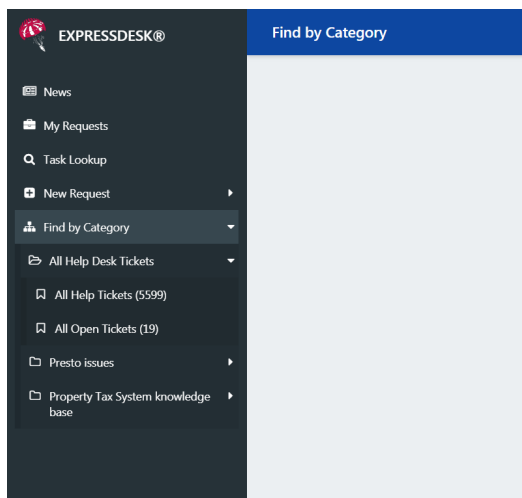
Have you searched the Knowledge Base for the answer?

If not, login to Express Desk, select the **Find by Category** link, and enter your search word or browse the categories.

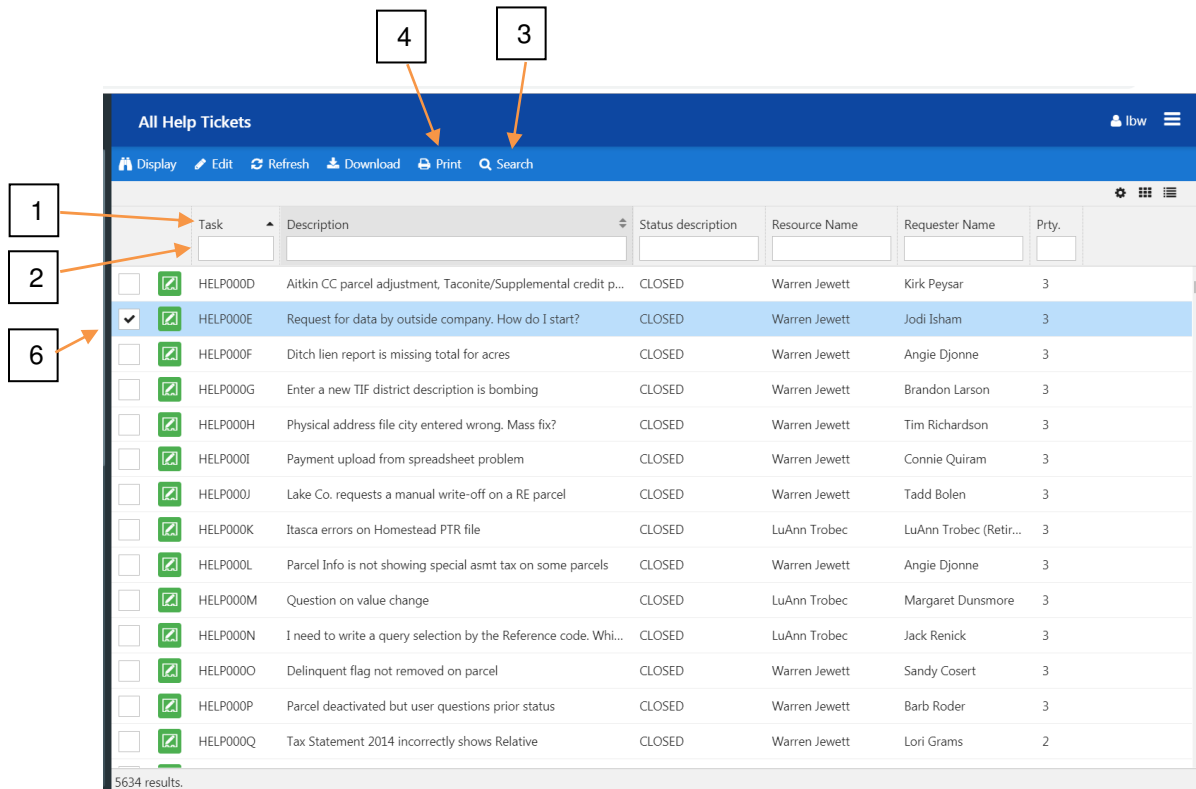
Refer to “What is Express Desk” for more details on searching the knowledge base.



From here, you can expand your options by clicking on the right arrow.



Note: your list of Knowledge Bases displayed under the “Find by Category” will vary based on your primary department and application(s).



The screenshot shows a web application interface for 'All Help Tickets'. At the top, there are navigation buttons: Display, Edit, Refresh, Download, Print, and Search. Below these are search filters for Task, Description, Status description, Resource Name, Requester Name, and Prty. A table of tickets is displayed with columns corresponding to these filters. Callout 1 points to the 'Task' column header. Callout 2 points to the search input box under 'Task'. Callout 3 points to the 'Search' button. Callout 4 points to the 'Print' button. Callout 5 points to the 'Edit' button. Callout 6 points to the checkbox in the first column of the table. The table contains 15 rows of ticket data, all with a status of 'CLOSED'. The bottom of the page shows '5634 results.'

**Cool features:**

1. You can click on any of the column headings, i.e. "Task", and sort by that column.
2. You can enter a letter, letters, or word into the blank below the column headers and filter based on your entry (equals, starts with, not equal, contains)
3. You can select "Search" from the top menu, enter your search criteria, and it will search the content of the tasks for your criteria.
4. You can print your list of tickets/tasks by selecting the Print button. (To print an individual ticket, Display or Edit the ticket and select the Print option from within the ticket)
5. You can view a ticket by simply clicking anywhere on the ticket line.
6. You can Edit a ticket by clicking on the open box to the left of the ticket (puts a check mark) and choosing Edit from the top menu.



Still can't find your answer?

Create a Ticket for the MCIS Help Desk by selecting the **New Request** option from the left hand menu. Then select **Help Request**.

The remainder of this document explains how to create a new ticket, [display](#) a ticket, and then [edit](#) a ticket.

#### General Overview

- Requesters will be required to enter information into all of the fields when creating a new ticket request.
- You must scroll down on each page. Use the tabs at the top to switch between the Basic and Details information on the ticket.
- A person in the county cannot create a ticket for another person. The requester field defaults to the person logged in and cannot be changed.
- All emails and contact information are based on the information stored in the Requester Profile.
- After initial entry, requesters will not have the ability to change the ticket or any of its fields. However, the requester can add information to the ticket details resolution section.
- Technically, anyone can append information to an open ticket. The system will place a comment header containing the UserID/date/time of the person entering the comment.
- MCIS will be able to modify a ticket, but not delete one.
- The resource will be assigned by MCIS. County Requesters will be able to view the resource assigned to the ticket after initial entry.



County New Request Page

**New Request for project HELP** lbw

Save Reset

Basic Details

### Basic Task Information

Project  
HELP

Description \*  
  
Value must contain non-whitespace characters

Resource \*      Resource name      Category  
\*NONE      Unassigned     

Requester      Requester name      [Change requester](#)  
LBW      Liza Wishard

Status \*  
ENTERED

Type \*  
PRBRPT

Priority \*  
3

### Project-Specific Fields

Department  
  
All departments

Area or System  
Hosting

Presentation  
Both green screen and Prestc

Tax business process  
Not Applicable

Wise Desk Tree Position

County  
Aitkin



**New Request for project HELP** lbw ☰

Save Reset

Basic Details

Task details

To help us resolve your issue efficiently, please enter all items that apply\*

- \* Menu name:
- \* Menu option number:
- \* Set-up parameters for reports or other jobs:
- \* Resulting errors, reports, or messages: (attach or give details below)
- \* Query Problem? (query name and which library it is in):

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Question or Problem:

-----

Resolution:

-----

Insert comment

Add new links ?

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Add document ?

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### **Screen Values**

**Request** – “HELP” shows that this is a ticket in our Help Desk project.

**Description** – This is the short description of the question/problem. **Please phrase this in the form of a question.** i.e. How do I print field cards? Where can I find the market value files?

**Resource** – This is the MCIS person working the ticket. A county entered new ticket will not show the field upon entry. When reviewing, the county will see \*None until MCIS assigns a resource.

### **Status** –

- Entered – All new tickets are created with a status of Entered.
- Assigned – Ticket changes from Entered to Assigned when MCIS assigns a resource to the ticket.
- In Process – The ticket is changed from Assigned to In Process when the resource begins actively working the ticket.
- Closed – The ticket will be closed when the issue/question is resolved or moved to a development task.

**Requester** – The person creating the ticket with the question or issue for MCIS. Defaults to person logged in and cannot be changed.

**Priority** – Counties can enter, but not modify.

- 1 – Critical: This is system outage or major program issue. The task needs immediate resolution. There is no workaround.
- 2 – High: This is a question/problem that prevents you from moving forward, but can wait to be resolved within a day. There may be a workaround.
- 3 – Low: This is a question/problem that does not prevent you from doing a task, or the task itself is not of urgency for today (could wait until tomorrow if needed).

**Type** – Global list for all projects. Defaults to PRBRPT (problem report). Most options do not apply to Help Tickets. PRBRPT and QUESTION would be likely selections.

- Conversn – Conversation
- Document
- Internal
- Legman – Legislative Mandate
- **Prbrpt – Problem Report**
- Prjreq – Project Request
- **Question – Question**
- Supreq –
- Testplan
- Userreq – User Requirements

**Date Needed** – Defaults to all zeroes. Can be changed at ticket entry time. Useful information for the resource.

**Area or System** - Select the Area or System from the drop down list.

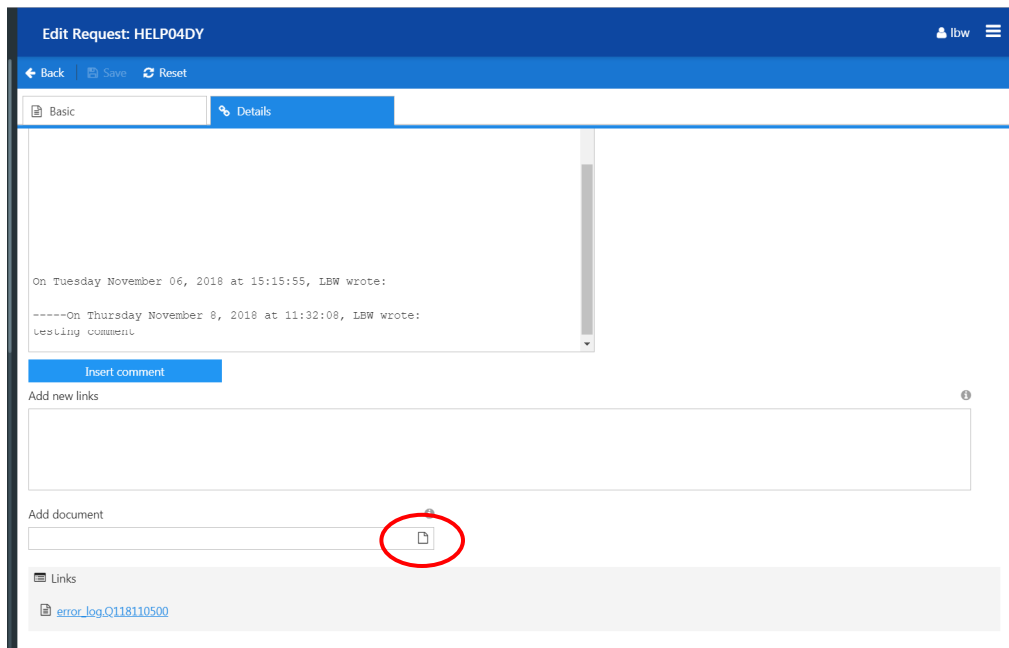
**Department** – Select your department from the drop down list.

**County** – Select your county from the drop down list

**Details** –

- Dpt/Menu/Opt/Desc – menu option and path
- Details – Long description of what you (the requester) did, what happened, and what the question/issue is.
- Resolution - A place to append more details to the ticket. Also where the resource will enter the resolution. If the ticket requires programming work, a reference to the development ticket will be listed as well.

**Add Document** - If you would like to attach a screen print, report, or any other information that might be useful in resolving the question/problem, you will click on this document link:



Browse for the file to be attached.

Select **Open** to add the file to the ticket, closing the window.

**Cancel** to return to previous screen without saving changes.

**Add URL Link** – Will not use. This allows the requester to insert a URL or path to a particular site or document. Note: this will only work if the URL/path is accessible to someone outside of your network.





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### **Screen Actions**

When you are done creating your ticket, select **Save** from the top menu which will save your ticket and notify the help desk personnel.

**Save** – Saves the current ticket request

**Reset** – Clears the current additions/changes

**Back** – Returns to the previous screen without saving the changes



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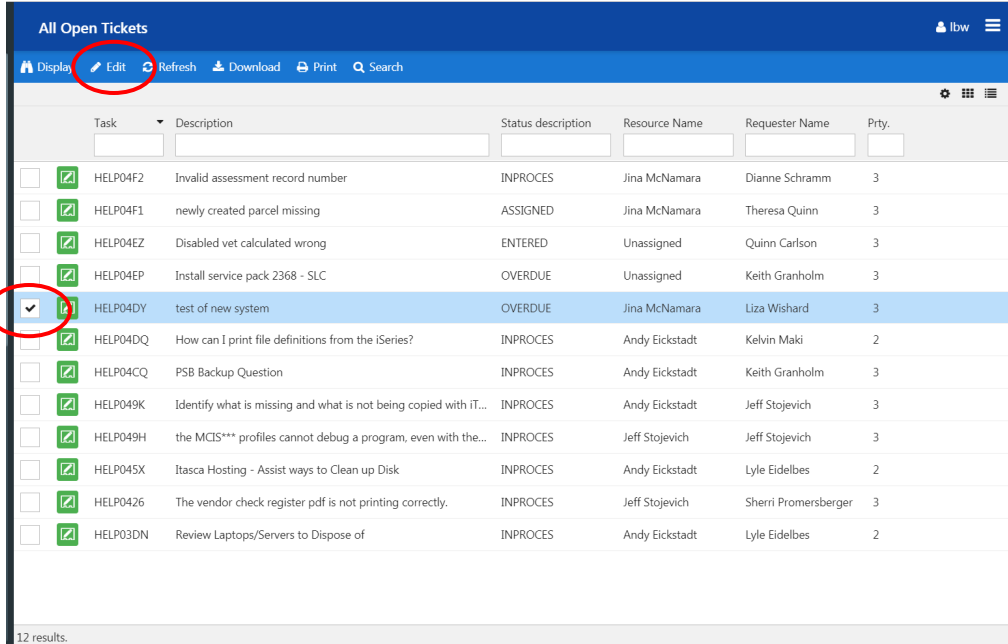
### **How to Display a Ticket**

To find an existing ticket, you can

1. Click on My Requests option from the left hand menu. This will display a list of all tickets (open and closed) where you were the requester. The most recent tickets will display at the top of the list. (You can sort and filter this list by using the column headers.)
2. You can also click on the Find by Category option, and then select the All Help Desk Tickets category. This will show you all tickets that have been entered by anyone.
3. If you know your ticket number, you can select the Task Lookup option, and then project=HELP into the first box and the 4 character ticket number into the second task box.

To view a ticket, click anywhere on the ticket line. This will display the ticket in view mode.

## How to Edit a Ticket



The screenshot shows a web application interface for managing tickets. At the top, there is a blue header with the title 'All Open Tickets' and a user profile 'lbw'. Below the header is a navigation bar with buttons for 'Display', 'Edit', 'Refresh', 'Download', 'Print', and 'Search'. The 'Edit' button is circled in red. Below the navigation bar is a table with columns: Task, Description, Status description, Resource Name, Requester Name, and Prty. The table contains 12 rows of tickets. The row for ticket HELP04DY is highlighted in blue, and its checkbox is circled in red. The table footer indicates '12 results.'

Task	Description	Status description	Resource Name	Requester Name	Prty.
<input type="checkbox"/>	HELPO4F2 Invalid assessment record number	INPROCES	Jina McNamara	Dianne Schramm	3
<input type="checkbox"/>	HELPO4F1 newly created parcel missing	ASSIGNED	Jina McNamara	Theresa Quinn	3
<input type="checkbox"/>	HELPO4EZ Disabled vet calculated wrong	ENTERED	Unassigned	Quinn Carlson	3
<input type="checkbox"/>	HELPO4EP Install service pack 2368 - SLC	OVERDUE	Unassigned	Keith Granholm	3
<input checked="" type="checkbox"/>	HELPO4DY test of new system	OVERDUE	Jina McNamara	Liza Wishard	3
<input type="checkbox"/>	HELPO4DQ How can I print file definitions from the iSeries?	INPROCES	Andy Eickstadt	Kelvin Maki	2
<input type="checkbox"/>	HELPO4CQ PSB Backup Question	INPROCES	Andy Eickstadt	Keith Granholm	3
<input type="checkbox"/>	HELPO49K Identify what is missing and what is not being copied with IT...	INPROCES	Andy Eickstadt	Jeff Stojevich	3
<input type="checkbox"/>	HELPO49H the MCIS** profiles cannot debug a program, even with the...	INPROCES	Jeff Stojevich	Jeff Stojevich	3
<input type="checkbox"/>	HELPO45X Itasca Hosting - Assist ways to Clean up Disk	INPROCES	Andy Eickstadt	Lyle Eidelbes	2
<input type="checkbox"/>	HELPO426 The vendor check register pdf is not printing correctly.	INPROCES	Jeff Stojevich	Sherri Promersberger	3
<input type="checkbox"/>	HELPO3DN Review Laptops/Servers to Dispose of	INPROCES	Andy Eickstadt	Lyle Eidelbes	2

To add to an existing open ticket, click on box to add a check mark to the left of the ticket number. Then click on **Edit** from the top menu. You will be able to add more details to the description section and/or include an attachment. You cannot modify any of the existing information.