



Dell KACE Ticket Creation Guide v2

- Technology Support Services -

Created: July 29, 2014

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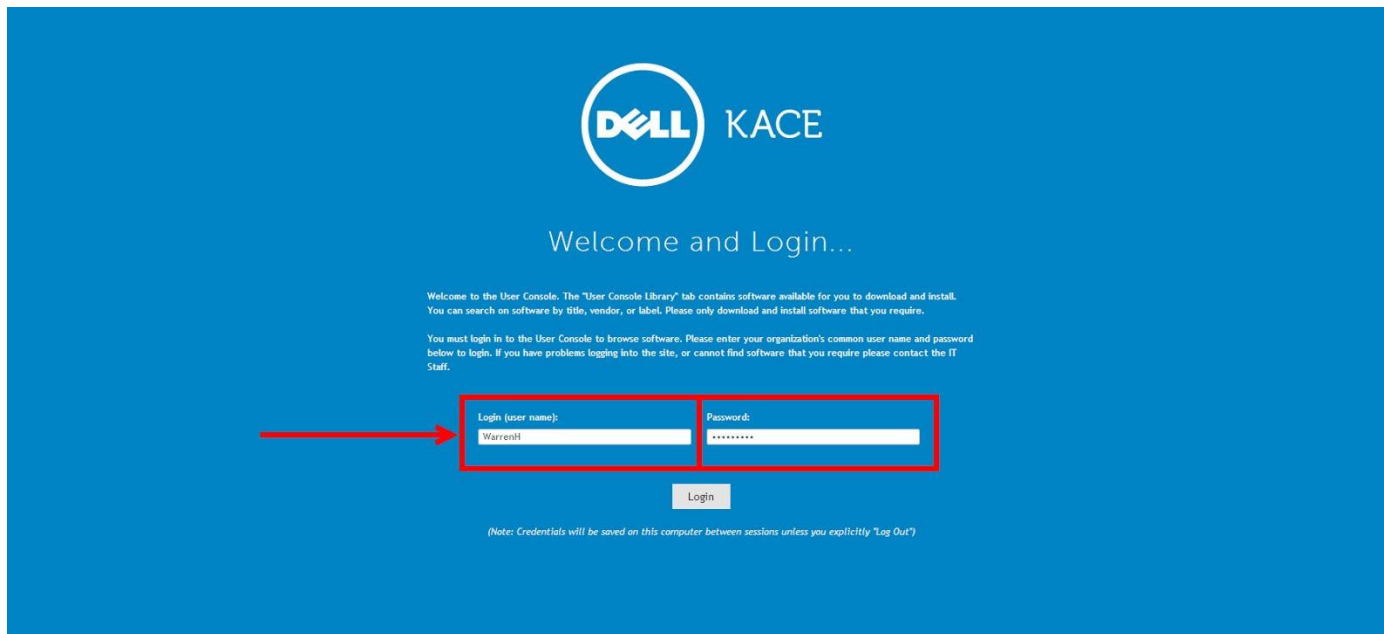
[II. To Enter a KACE Ticket Into the KACE System \(Administrator Staff\)](#)

I. To Enter a KACE Ticket Into the KACE System (Teachers and Non-Admin Staff)

1.) First, open up any Internet browser (Google Chrome, Mozilla Firefox, or Internet Explorer) and type in servicedesk.fsusd.org into the address bar.



2.) You'll be taken to the KACE Management Center Welcome and Login Screen. You will find a **User Name** and **Password** box. Please type in the same User Name and Password that you would use to login to your computer on a daily basis.



3.) After logging in, you will be shown the Dell KACE Management Center landing page. Click **[New]** to start creating a new KACE Ticket.

The screenshot shows the Dell KACE Management Center interface. The top navigation bar includes the Dell logo, 'KACE K1000 Management Appliance', and a 'Log Out' button highlighted with a green box and a green arrow. The main content area is titled 'Tickets | All Queues' and features a '+ New' button highlighted with a red box and a red arrow. Below the button is a table of tickets. The first ticket is highlighted in blue and has the following details:

Ticket #	Short Summary	TSS Priority	Status	School or Site	Room #	Contact Times	Submitter	Owner	Time Open	Parent Ticket	Queue	Category	Due
TICK15362	**TEST KACE TICKET - DO NOT DELETE OR ASSIGN TO TECH** Computer does not turn on.		New	District Office	District Office	(i.e. Your availability)	TechTrainer2	Unassigned	604594	Unassigned	FSUSD Service Desk	Hardware: Desktop	

- **“New” Ticket Button** - Click this to start creating a new KACE Ticket
- **“Ticket List Window”** - A list of all the tickets you have submitted will appear here for easy access to check on statuses and other important information.
- **“Log Out” Button** - Click this to log out of the KACE System. It is recommended that you log out after every session for security purposes.

4.) After clicking “New”, you will be taken to the “New Ticket” screen. Here, you fill out as many details as you can so that the assigned Tech is as aware as possible of the issues you are running into (Continue to the next page for descriptions of each field). Click [Save] to create the ticket. ****PLEASE BE SURE TO FILL IN ALL THE (REQUIRED) FIELDS****

Ticket Detail | FSUSD Service Desk

Short Summary: (required)

Impact: Category: (required)

CC List: School or Site: (required)


Site Priority: Serial/Bar Code #:

Room #: (required) Contact Times:



Contact Number/Extension: Submitter:

Comment:

Attachment:
 No file chosen



- **Description of “New Ticket” Creation Fields**

- Short Summary (*Required*): Please use a brief sentence to highlight what the issue is. (**NOTE: There is a field later on this process that will give you the room and ability to describe your problem/issue in more detail**).
- Impact: From the drop down list, please select the most appropriate person, or group of people, the problem is effecting
- Category (*Required*): From the drop down list, please select the closest category AND sub-category that your problem is pertaining to.
- CC List: Click on the **“Pencil and Paper”** icon  to use the CC List. The CC List can be used if you would like to include another person so that he/she is aware that a KACE Ticket is open for you (i.e. Principals, secretarial staff, supervisors, etc.). By including these people on the CC List, they will also receive e-mail updates when there is activity on the KACE Ticket (i.e. Ticket creation, ticket closed, comments, and all other updates associated with that ticket).
- School or Site (*Required*): From the drop down list, please select your site.
- Site Priority: From the drop down list, please choose a level of priority for the issue (**NOTE: Although you are designating a level of priority, please understand that Help Desk will assign/re-assign the appropriate level necessary**).
- Serial/Bar Code#: If known, please fill in the 6-digit barcode number of your device (Usually noted by a white sticker on the bottom or back of the device and is labeled, “Fairfield-Suisun Unified School District”).
- Room # (*Required*): Please type in the classroom #, office, or room of the effected device.
- Contact Times: Please type in the best times for the Tech to either contact you and/or visit your classroom/office to assit you with your problem.
- Contact Number/Extension: Please type in the phone number of your classroom/office and/or extension so that the Tech may contact you with any questions he/she may have prior/post visit.
- Submitter: Similar to the **“CC List”**, click on the **“Pencil and Paper”** icon  to change the name of the “Submitter” of the ticket. By default, the “Submitter” field will be populated with your user name. The “Submitter” field can be changed, however, should you be submitting a KACE Ticket on someone else’s behalf. While we strongly encourage you to submit your own tickets, this feature is made available for everyone to use.
- Comment: The “Comment” field can be used to describe your problem in more detail. Please include any, and all, information that you think may be useful for our Technicians to know regarding the issue(s) at hand.

5.) After clicking “Save”, you will see a ticket confirmation screen. Here, you can review the details of the ticket that you created. Click [**Back To Tickets**] in the upper right hand corner to return to the **Dell KACE Management Center landing page**.

The screenshot displays the 'Ticket Detail TICK:15365' page. At the top left, the ticket ID is highlighted with a red box and a red arrow. At the top right, a 'Back to Tickets' button is highlighted with a green box and a green arrow. Below the title, there are links for 'Find Related Articles', 'Email Ticket', and 'New Ticket For Submitter'. The 'Short Summary' is: "**TEST KACE TICKET - DO NOT DELETE OR ASSIGN TO TECH**": Computer is acting weird.

Fields for ticket details include:

- Impact: Several people can't work
- Category: Hardware:Desktop
- Status: New
- Owner: Unassigned
- CC List: None
- School or Site: District Office
- Site Priority: Medium
- Serial/Bar Code #: 123456
- Room #: (required) Office
- Contact Times: Anytime after 3pm, 9am-10am
- Contact Number/Extension: 1234
- Submitter: TechTrainer2

Buttons: Save, Add Comment, Cancel

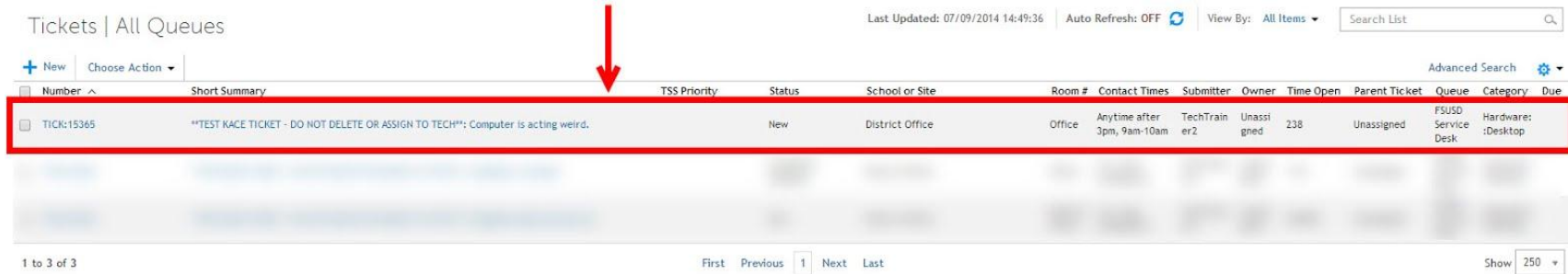
History section:

Date	User	Action
07/09/2014 14:45:38	TechTrainer2	Ticket Created

Comment: Hello, I came into the room today and attempted to use the computer. I started it, but the computer turned right back off. I tried again to no avail. I left it powered off for awhile, unplugged the power for a few minutes, plugged it back in, tried again and still no luck. HELP!!!

- **Ticket Number** - Once your ticket is created, please note the number that is associated with this particular ticket. When talking to TSS Staff, you can refer to this ticket number for easier and more efficient access.
- **Status Update Section** - In this section, you will be able to see all the actions that are being taken on your ticket (i.e. Comments from TSS Staff, ticket open, ticket closed, etc.). At any time, you can click on the [Add Comment] button located above this status section to add any other details you think are important or to inquire about a status update yourself.
- **“Back To Tickets” Button** - Click on this button to return to the Dell KACE Management Center landing page (Main Page).

6.) After clicking **“Back To Tickets”**, you will be taken back to the Dell KACE Management Center landing page. Here, you can review all the tickets you have open or click on the Title of the ticket to get more details about it. Congratulations on opening a KACE Ticket! ****Be sure to logout of the Dell KACE Management Center!****



Tickets | All Queues

Last Updated: 07/09/2014 14:49:36 | Auto Refresh: OFF | View By: All Items | Search List

+ New | Choose Action

Advanced Search

Number	Short Summary	TSS Priority	Status	School or Site	Room #	Contact Times	Submitter	Owner	Time Open	Parent Ticket	Queue	Category	Due
TICK:15365	**TEST KACE TICKET - DO NOT DELETE OR ASSIGN TO TECH**: Computer is acting weird.		New	District Office	Office	Anytime after 3pm, 9am-10am	TechTrainer2	Unassigned	238	Unassigned	FSUSD Service Desk	Hardware: Desktop	

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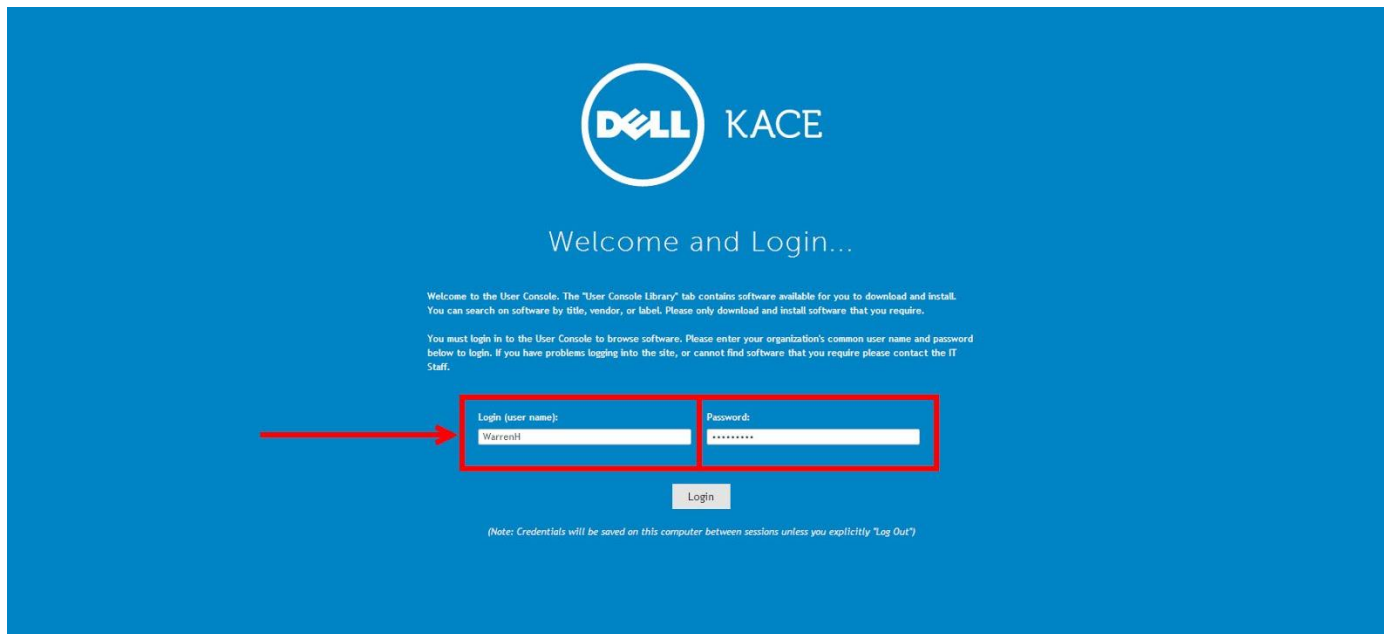
Show 250

II. To Enter a KACE Ticket Into the KACE System (Administrator Staff)

1.) First, open up any Internet browser (Google Chrome, Mozilla Firefox, or Internet Explorer) and type in servicedesk.fsusd.org into the address bar.



2.) You'll be taken to the KACE Management Center Welcome and Login Screen. You will find a **User Name** and **Password** box. Please type in the same User Name and Password that you would use to login to your computer on a daily basis.



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- **“New” Ticket Button** - Click this to start creating a new KACE Ticket
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4.) After clicking “New”, you will be taken to the “New Ticket” screen. Here, you fill out as many details as you can so that the assigned Tech is as aware as possible of the issues you are running into (Continue to the next page for descriptions of each field). Click [Save] to create the ticket. ****PLEASE BE SURE TO FILL IN ALL THE (REQUIRED) FIELDS****

Ticket Detail | FSUSD Service Desk

Short Summary: (required)
"TEST KACE TICKET - DO NOT DELETE OR ASSIGN TO TECH!"; Admin computer is acting weird.

Impact: One person cant work
Category: (required) Hardware
Desktop

Status: New
TSS Priority: Low

Owner: Unassigned
Sort: Please select one...

CC List: None
School or Site: (required) District Office

Site Priority: Please select one...
Serial/Bar Code #:

Room #: (required) Principals Office
Contact Times: Anytime after 3pm, 9am-10am

Contact Number/Extension: 1234
Due: None
 07/14/2014


Submitter: Warren Herrera
Parent Ticket: Unassigned



Owners only
Knowledge Base Article lookup: Select an article to append

Comment:
Hello, I came into my office this morning and attempted to use the computer. I started it, but the computer turned right back off. I tried again to no avail. I left it powered off for awhile, unplugged the power for a few minutes, plugged it back in, tried again and still no luck. HELP!!!!

Attachment:
 No file chosen

- **Description of “New Ticket” Creation Fields**

- Short Summary (Required): Please use a brief sentence to highlight what the issue is. (**NOTE: There is a field later on this process that will give you the room and ability to describe your problem/issue in more detail**).
- Impact: From the drop down list, please select the most appropriate person, or group of people, the problem is effecting
- Category (Required): From the drop down list, please select the closest category AND sub-category that your problem is pertaining to.
- Status: From the drop down list, please select the appropriate status. Most of the time, the status you should choose is “New”.
- TSS Priority: From the drop down list, please choose a level of priority for the TSS Staff (**NOTE: Although you are designating a level of priority for the TSS Staff, please understand that Help Desk will assign/re-assign the appropriate level necessary**).
- Owner: ****For TSS Staff Use Only****
- Sort: ****For TSS Staff Use Only****
- CC List: Click on the “**Pencil and Paper**” icon  to use the CC List. The CC List can be used if you would like to include another person so that he/she is aware that a KACE Ticket is open for you (i.e. Principals, secretarial staff, supervisors, etc.). By including these people on the CC List, they will also receive e-mail updates when there is activity on the KACE Ticket (i.e. Ticket creation, ticket closed, comments, and all other updates associated with that ticket).
- School or Site (Required): From the drop down list, please select your site.
- Site Priority: From the drop down list, please choose a level of priority for the issue (**NOTE: Although you are designating a level of priority, please understand that Help Desk will assign/re-assign the appropriate level necessary**).
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- Room # (Required): Please type in the classroom #, office, or room of the effected device.
- Contact Times: Please type in the best times for the Tech to either contact you and/or visit your classroom/office to assit you with your problem.
- Contact Number/Extension: Please type in the phone number of your classroom/office and/or extension so that the Tech may contact you with any questions he/she may have prior/post visit.

- Due Date: If there's a "drop dead date" for this particular KACE Ticket, please indicate it here. You can click on the **"Pencil and Paper"** icon  to choose a more specific date. Keep in mind that all proposed Due Dates are reviewed by TSS Staff and, in conjunction with admin staff, will be sure to complete and address the issue in a timely and appropriate manner.
- Submitter: Similar to the **"CC List"**, click on the **"Pencil and Paper"** icon  to change the name of the "Submitter" of the ticket. By default, the "Submitter" field will be populated with your user name. The "Submitter" field can be changed, however, should you be submitting a KACE Ticket on someone else's behalf. While we strongly encourage you to submit your own tickets, this feature is made available for everyone to use.
- Parent Ticket: ****For TSS Staff Use Only****
- Comment: The "Comment" field can be used to describe your problem in more detail. Please include any, and all, information that you think may be useful for our Technicians to know regarding the issue(s) at hand.

5.) After clicking “Save”, you will see a ticket confirmation screen. Here, you can review the details of the ticket that you created. Click [**Back To Tickets**] in the upper right hand corner to return to the **Dell KACE Management Center** landing page.

Ticket Detail TICK:15366

Find Related Articles | Enail Ticket | New Ticket For Submitter | Ticket Actions

Short Summary: (required)
 TEST KACE TICKET - DO NOT DELETE OR ASSIGN TO TECH: Admin computer is acting weird.

Impact: One person can't work

Category: (required)
 Hardware
 Desktop

Status: New

TSS Priority: Low

Owner: Unassigned

Sort: Please select one...

CC List: None

School or Site: (required)
 District Office

Site Priority: Please select one...

Serial/Bar Code #:

Room #: (required)
 Principal's Office

Contact Times: Anytime after 3pm, 9am-10am

Contact Number/Extension: 1234

Due: None (selected), 07/14/2014

Modified: 07/14/2014 13:50:02

Submitter: Warren Herrera

Parent Tickets: Unassigned

Buttons: Save, Save and Create Child, Save and List, Add Comment, Add Work, Duplicate, Create Knowledge Base Article, Cancel

History

Date	User	Action
07/14/2014 13:50:02	Warren Herrera	<ul style="list-style-type: none"> Ticket Created <p>Hello, I came into my office this morning and attempted to use the computer. I started it, but the computer turned right back off. I tried again to no avail. I left it powered off for awhile, unplugged the power for a few minutes, plugged it back in, tried again and still no luck. HELP!!!</p>

Owners Only

- **Ticket Number** - Once your ticket is created, please note the number that is associated with this particular ticket. When talking to TSS Staff, you can refer to this ticket number for easier and more efficient access.
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