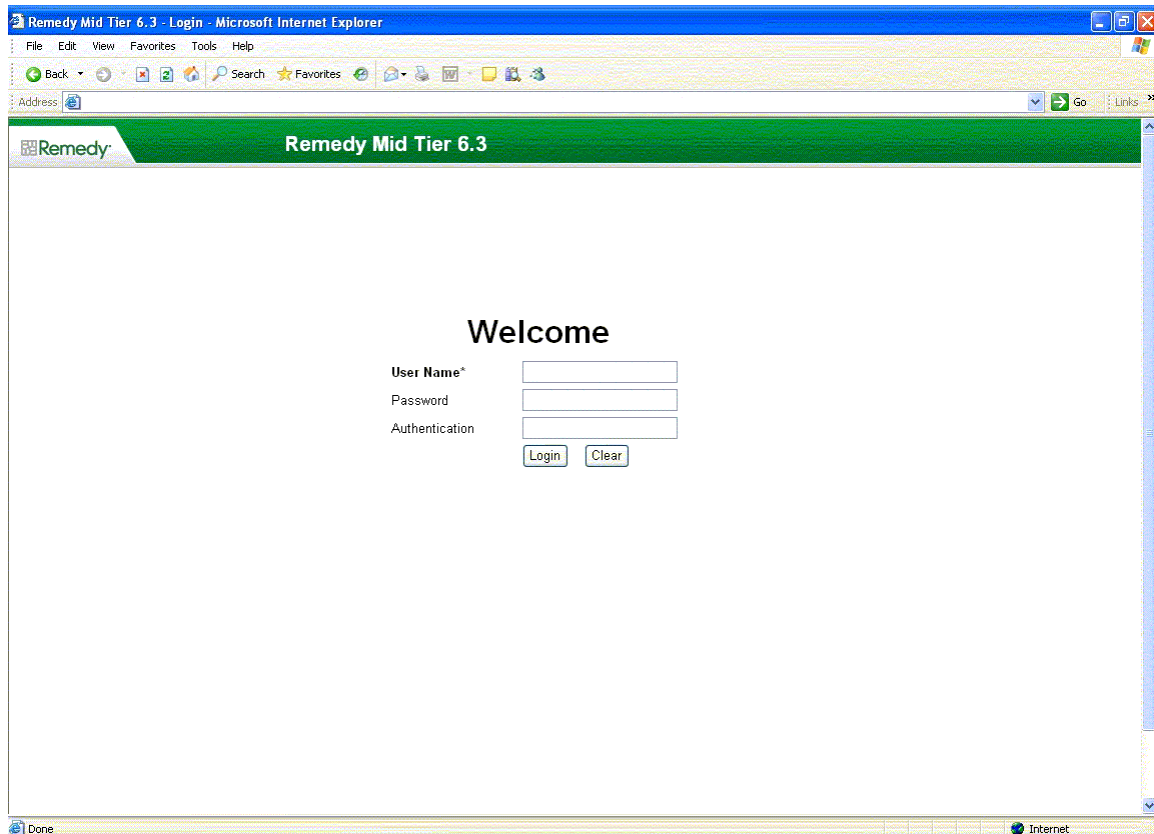


Submitting a helpdesk ticket

To access the Remedy helpdesk system, use the following web address:

<http://pdahelpsubmit.state.pa.us>

You will be presented with a login screen like the one below:



From here, enter the login credentials for your AAA.

Welcome

User Name*

Password

Authentication

All AAA's follow the same naming convention for the User Name. You may leave the "Authentication" field **blank**.

Click the **Login** button after filling in the User name and Password fields.

Be aware that the username and password are **CASE SENSITIVE**.

If you have logged in successfully you will see the web page pictured below:

HPDWEB: WebSubmit (New) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://remedyweb.state.pa.us/arsys/forms/Remedy.state.pa.us/HPDWEB%3AWebSubmit/AgingView/?mode=Create&&cacheid=67717ed2>

PENNSYLVANIA DEPARTMENT OF AGING

pennsylvania PA

Classification

Call Details

File Name	Max Size	Attach Label
		Attachment 2 mb
		Attachment2 2 mb
		Attachment3 2 mb
		Attachment4 2 mb

[Logout](#)

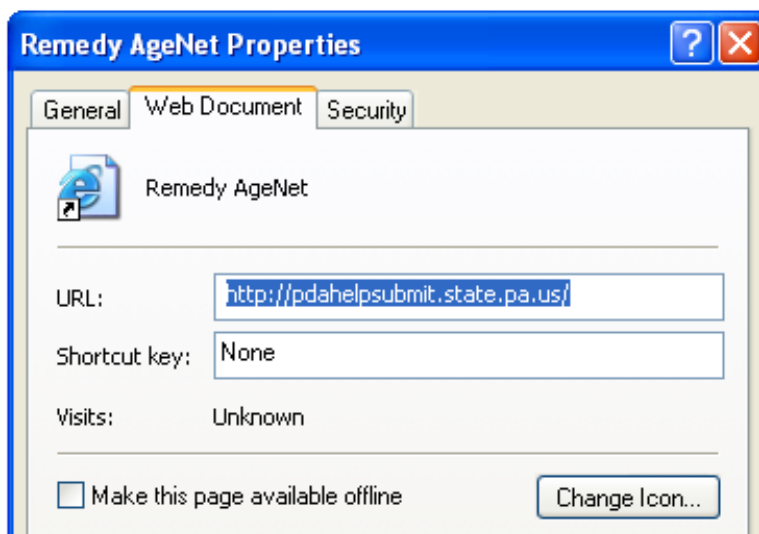
Please click Submit only one time!

To Submit a request:

1. Choose a Classification from the Classification drop down list, which best describes your issue.
2. Enter a detailed description of the issue in the Detail field.
3. If you need to attach a document with your issue, using your mouse click in the attachment field, Click the add button, Click the browse button to locate your file, then Click OK.
4. Click the Submit button.

NOTE

It has been noticed in testing that if you create a Favorite in Internet Explorer it may not work all the time. To fix this, right-click on the favorite and choose "Properties". Go to the "Web Document" tab and delete whatever appears in the URL field with the address given on the first page (<http://pdahelpsubmit.state.pa.us>) as shown below. Then click "Apply" and "Ok". This will set the proper starting address in the Favorite.



Now, let's take a look at what needs to be completed to send in a help desk ticket.

First is the **Classification** field. Think of these items as the subject field in an e-mail. This drop-down list of problems, issues and items that relate to whatever you are reporting help us to classify your ticket to the proper group when we receive it. You must select one of the items to submit a ticket.

Pictured below : Classification field and drop-down selections

File Name	Max Size	Attach Label
		Attachment 2 mb
		Attachment2 2 mb
		Attachment3 2 mb
		Attachment4 2 mb

1. Choose a C
- the Classifi
- h b
- let:
- in
- ed
- it v
- ise
- ent
- CLIC
- to locate yo
- OK.
4. Click the Si

If your helpdesk ticket is dealing with a perceived networking issue, choose a networking classification. For a Synergy application problem, choose that classification. If you are unsure, choose the "Other" option, this is like a catch-all for anything not specifically mentioned.

Please note that the items in the drop down list pictured above may change from time to time as new classifications are added or deleted.

You will then need to enter in as much detail as possible in the **Call Details** box. The more detail you provide the easier it will be for PDA to start working on your call. Be sure to include a synopsis of the problem, when it happened, user names, pc names, error information, a contact name (with phone and e-mail address), etc.

Pictured below : Call Details and optional pop-up box

File Name	Max Size	Attach Label
		Attachment 2 mb

[Logout](#) Submit Clear

HPDWEB: WebSubmit (Remedy.state.pa.us) -- Call D...
OK Cancel
http://remedyweb.state.pa.us/ar Internet

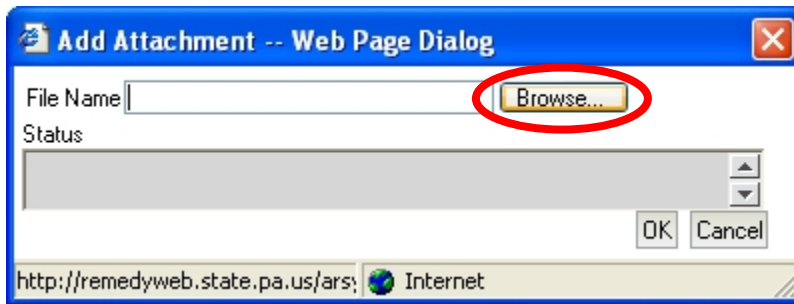
The **Call Details** field is simple text field, you cannot place screenshots of errors or other non-text information. By clicking on the small icon to the right of the **Call Details** box (circled in red above) you can get the pop-up box for the field. Depending on the amount of information you have to enter, it may be easier to read and edit the information in this re-sizable text box.

If you wish to send a screenshot of an error or have additional text or information that is related to the ticket you can attach them to the ticket. (see below) You can have up to four attachments per ticket, 2mb in size.

File Name	Max Size	Attach Label
		Attachment 2 mb

If the **Add** button is grayed out, click in the field above it to activate the control.

By clicking on the **Add** button (circled in red above) you will get a pop-up box asking for the location of the file you wish to attach with the help desk ticket (see below)



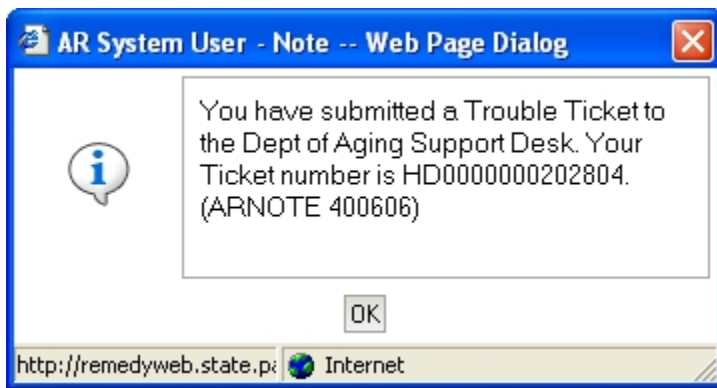
The **Browse** button will bring up the familiar “Choose file” box from Windows, simply locate the file you are attaching, select **Open** then **Ok**. The attachment will then appear in the Attachment field window (see below)

File Name	Max Size	Attach Label
535_3.pdf	92 KB	Attachment 2 mb

As you can see, an attachment has been added (highlighted in green)

You can still go back at this point and add or change the **Call Details**. You can add as many attachments as you want but not more than 5 megabytes of data total. If you have additional information but cannot send it, mention this in the **Call Details** field, the person this ticket is assigned to will contact you for the supplementary information.

Once you are ready to submit your ticket, click on the "Submit" button at the bottom of the page. A box will open letting you know that the submission was successful as well as a tracking number for the ticket. The Remedy system will also send PDA and the IT contact at your AAA an email alerting them that a Remedy helpdesk ticket has been submitted.



Once PDA receives notification that a helpdesk ticket has been submitted, it will be routed to the proper group or individual that it pertains to. This person will then work with the individual that submitted the ticket or the person affected (if those details are given in the **Call Details** area).

After submitting your helpdesk ticket you will be taken back to the main screen (pictured below). From here you can submit another system helpdesk ticket or click on the **Logout** button in the bottom-left corner to leave the system.

Classification


Call Details

File Name	Max Size	Attach Label
		Attachment 2 mb
		Attachment2 2 mb
		Attachment3 2 mb
		Attachment4 2 mb

[Logout](#)

Please click Submit only one time!

Ticket Submission Matrix

Classification	What does this cover?	What to do.	What to include.
AS/400	Connection issues, wrong user/pass, incorrect access or permissions to folders.	1. Who else has access in the office? 2. Does it work for them? 3. Has anything changed on your local network or computer lately that should be looked at first?	If you submit a ticket please include; 1. The user trying to connect, 2. What function was trying to be completed and 3. ANY local troubleshooting that may have occurred. If possible, include any dates/times that a connection attempt was made.
Change/Delete User Request	New Users, change of applications a user has access to, a user has left the agency.	1. For a new user, have user sign a User Agreement and local AAA Director sign the appropriate block. Fax the agreement to PDA or scan the Agreement and attach it to a Remedy ticket asking for a new user. Always submit a Remedy ticket for a new user. 2. To Delete a user, submit Remedy ticket asking for the user to be deleted. Include the FULL NAME of the user. 3. If a user is having application access added or removed, we will need a new user agreement with the correct application access checked off.	Always fill out a user agreement to the best information on hand. Use Section 3 of the form for any special access or requests. Remember that new users are created on Tuesdays and Thursdays every week. User deletions are done every day.
Citrix Client Issues	This covers the client only and what functions it provides (applications and printing).	The Citrix client appears as an icon in the system tray of your screen.  If it does not appear when you connect or you get an error that a client is not installed, try installing or re-installing the client. If you still getting errors on the client or are unable to print, submit a ticket	Always include the users name when submitting a ticket, the day and time the errors occurred and any local troubleshooting steps already tried. If this is a printing-related problem include the model and type of printer (ie: HP LaserJet 1050) and if it is a local or network-connected printer. Instructions for client setup can be found here .
FTP	FTP issues only	Try to isolate the problem; is it on one computer or on every computer? When was the problem first noticed? Have any network changes been completed lately (like a new firewall or ISP)? What about Microsoft security updates? Are you using the correct ftp address? What about the username and password?	Be complete as possible, look at the questions asked in the preceding block, include information from these questions if possible/relevant to the problem being reported.

Classification	What does this cover?	What to do.	What to include.
Network Connection issue	The main AgeNET webpage is not being displayed or you receive an error message not related to a bad password when trying to login OR a user is continually "kicked off" the system.	Does every user receive this error? Can it be isolated to one machine or to all/most machines? Are other internet pages able to be displayed? Have there been any Microsoft security patches applied dealing with IE that can be rolled back and access tested again? When was the problem first noticed? Have any network changes been completed lately (like a new firewall or ISP)? Does it happen no matter what application is being used?	These are some of the more difficult problems to troubleshoot. Always check with your local IT department first. If you submit a ticket be complete as possible.
Ombuds Application issue	Ombudsman application problems only.	Make sure you are trying to connect to the right database and that the database is at the right version. Compact your database monthly to cut down on load times.	Include screenshots of any error messages (if you click on Control and Print Screen this will take a snapshot of the entire desktop that can be pasted into a jpeg or bmp file in Microsoft Paint). Include as much detail as possible (date, time, user involved, etc, etc)
Omnia Application issue	Omnia application problems only.	There are 3 things to consider here. 1. Can you login and start the Omnia application? 2. Are you in the right database for your AAA? 3. Is it Citrix, Internet Explorer or the application itself giving you an error? Entering the wrong password at the application is not an AgeNET issue, that is a local SAMS admin issue. If you logged on and are using the application when you get an error that is more than likely an Omnia issue and not the network or Citrix or IE.	Include screenshots of any error messages (if you click on Control and Print Screen this will take a snapshot of the entire desktop that can be pasted into a jpeg or bmp file in Microsoft Paint). Include as much detail as possible (date, time, user involved, etc, etc)
Other	For any topic not covered by any other classification, including Remedy	Submit Remedy ticket	Include as much information as possible including screenshots if possible.
Other Application Issue	Any other application delivered through AgeNET not covered by something else.	This is a catch-all for any application not covered by the "Big Three" of SAMS, Omnia and Ombudsmanager.	Include screenshots of any error messages (if you click on Control and Print Screen this will take a snapshot of the entire desktop that can be pasted into a jpeg or bmp file in Microsoft Paint). Include as much detail as possible (date, time, user involved, etc, etc)

Classification	What does this cover?	What to do.	What to include.
SAMS Application issue	SAMS application problems only.	<p>There are 3 things to consider here. 1. Can you login and start the SAMS application? 2. Are you in the right database for your AAA? 3. Is it Citrix, Internet Explorer or the application itself giving you an error?</p> <p>Entering the wrong password at the application is not an AgeNET issue, that is a local SAMS admin issue. If you logged on and are using the application when you get an error that is more than likely an SAMS issue and not the network or Citrix or IE.</p>	<p>Include screenshots of any error messages (if you click on Control and Print Screen this will take a snapshot of the entire desktop that can be pasted into a jpeg or bmp file in Microsoft Paint). Include as much detail as possible (date, time, user involved, etc, etc)</p>
Unlock Account Request	The user is unable to login from the main AgeNET webpage (the black webpage) or has forgotten their password	Submit Remedy ticket	<p>Make sure to include the user's full name, not just the username. Also, let us know if you would like the account unlocked and the password NOT changed or if the user will need a new password as well. If you do suggest a new password and it does not meet the complexity requirements we will choose our own that does.</p>
VPN	VPN connection issue	<p>As with the Networking classification above, first determine if the problem is not local first. If it is not, submit a ticket.</p>	<p>Include screenshots of any error messages (if you click on Control and Print Screen this will take a snapshot of the entire desktop that can be pasted into a jpeg or bmp file in Microsoft Paint). Include as much detail as possible (date, time, user involved, etc, etc)</p>

Remember – if you include no contact information for the user affected we will use whatever contact information we have for your AAA, usually someone from the IT group. If you want us to contact a user directly we will need their email and phone number included in the ticket. Additional information like the best time to call would also be very helpful.

Additional Notes

1. The web version of Remedy has not been approved for use with Internet Explorer 8, Mozilla, Opera, Firefox, etc. At this time the only browser OFFICIALLY sanctioned is IE6 with sp2 and IE7. We have had some users try IE8 and have it work successfully. This is not guaranteed however, and your experience may be hit or miss. Unfortunately this is an item beyond our control to change because we are being provided this service from the Office of Administration. A new version of Remedy is available and is currently being tested. We are hoping that it will be in place sometime late 2010. This new version should be fully Windows 7 and IE8 compatible.
2. MIS has found that a web proxy server can create connection issues. If your AAA is using a web proxy, have them bypass the web address given on page one. It makes a mess of the asp login page and user/pass if you don't.
3. Make sure you have java installed on your machine. Any version made within the past year should work ok.
4. If you are running XP and have the XP firewall enabled, you may want to put in an exception for this website.
5. As a backup address, try the following link to gain access:

<http://remedyweb.state.pa.us/arsys/forms/Remedy.state.pa.us/HPDWEB%3AWebSubmit/AgingView/?mode=Create&&cacheid=67717ed2>

you should always see the default screen as shown on page 2.

Included are some further troubleshooting tips.

1. If the alternate address listed as number 5 does not work either, please try <http://remedyweb.state.pa.us/PDASubmit.jsp>
2. The web page you are trying to connect to lies behind a web server which does not allow ping requests or direct IP access to the web site. Because of this we cannot give you a IP address to access the site, only a URL. Also, you cannot test to see if the site is up at any one time because pings requests are dropped by the server. In the event that the server is down we will be notified. We will in turn notify you with this information as well as a backup plan to contact us with your helpdesk items.
3. Try cleaning out your IE cache and cookies if you are having problems connecting. Also, try turning your intenerate security settings down if they are up all the way to see if that makes a difference. If it does, you may need to add *.state.pa.us as a trusted site within IE. There are no pop-ups associated with this site, so a pop-up blocker should not affect access.