

The ASU Group Help Desk

As a way of providing better service to our end users and to standardize help desk support, we're rolling out our new HelpDesk web site. The site is easy to use and has been customized to accommodate any type of IT required assistance. The site also eliminates the need to make several calls or send multiple emails to locate assistance with a problem.

We added a Help Desk tab to our Intranet web page. The URL for the site is listed below and is accessible from the Internet as well.

<https://help.asugroup.com/>

These instructions are brief but contain the information you need to open a ticket with the IT staff. You can use the General or Website Change/Add to ask questions with regards to the Help system or request changes.

The site is designed for use by both ASU employees and Clients. By selecting the appropriate Client type, users will then be prompted to select a topic and then click on submit a ticket. In the example below, ASU Employee was select, from the drop-down, "General" was selected. The drop-down contains many of the types of problems and systems that we have. If other items are needed in the future we can easily add them.

The screenshot shows the ASU Group Help Desk interface. At the top left is the ASU Group logo with the tagline "Employee Owned. Client Focused." Below the logo is a green navigation bar with "Help Desk" and a breadcrumb trail "ASU Group Help Desk > Help Desk". A search bar is located below the navigation bar. The main content area is divided into two columns. The left column is titled "Select Client or Employee for Help Request" and contains two radio button options: "ASU Client" (unselected) and "ASU Employee" (selected). Below the "ASU Employee" option is a dropdown menu with "General" selected and a description: "Problems of undetermined nature that could be either Hardware or Software problems." To the right of the dropdown is a "+Submit A Ticket" button. The right column is titled "View existing ticket" and contains a magnifying glass icon and the text "View tickets you submitted in the past". Below these columns is a "Knowledgebase" section with two sub-sections: "Top Knowledgebase articles:" and "Latest Knowledgebase articles:", both showing "No articles yet". A "View entire Knowledgebase" link is at the bottom of the Knowledgebase section.

Data information for the ticket will be gathered on the next page by clicking on "Submit a ticket."

On the detail screen, required fields are highlighted with a red *. Required information will vary depending on the type of service request that is being made. Providing as much information as possible will enable us to assist you better. Screen shots can be uploaded as well; any error information or failure codes that you provide will help.

Submit a ticket

[ASU Group Help Desk](#) > [Help Desk](#) > Submit a ticket

Use this form to submit a support request. Required fields are marked with *

Name: *

Email: *

Category:

Priority: *

Brief Description: *

Details: *

Attachments:

<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.

[File upload limits](#)

SPAM Prevention: * Type the number you see in the picture below.



You need to type the numbers shown in the SPAM prevention section. This eliminates automated machines from submitting calls. Next, click on “Submit Ticket.”

When all the required fields are filled out and your ticket is submitted, you will get the confirmation screen as seen below.



View ticket

[ASU Group Help Desk](#) > [Help Desk](#) > View ticket

✔ **Success: Tracking ID sent!**

An email with details about your tickets has been sent to your address.

Be sure to also check for the email inside your SPAM/Junk mailbox!



View existing ticket

Ticket tracking ID:

[View ticket](#)

[Forgot tracking ID?](#)

An email will also be sent to you from the system. You can view and resubmit additional information if requested by viewing your ticket(s).

Your support ticket "not working" has been submitted.

Message:
Help

We reply to all tickets as soon as possible, within 24 to 48 hours. If we expect your ticket will take additional time, we will update you by sending you an email.

Ticket tracking ID: TS7-M32-11YZ

You can view the status of your ticket here:
<https://help.asugroup.com/ticket.php?track=TS7-M32-11YZ&Refresh=78417>

You will receive an email notification when our staff replies to your ticket.

Sincerely,

ASU Group Help Desk
<https://help.asugroup.com>

Updates to the Ticket will be logged and you will receive an email each time it is acted on. Links in the email will direct you to the help website to view for additional information.

Another feature of the Helpdesk site is the knowledge base. As tickets are opened and resolved, information that resolved the problem will be stored in the database. When a similar ticket is open, the resolution will show up on the details page. For example, a GroupWise view problem may be corrected by clicking on a certain setting.

In the event that your issue prevents you from accessing the internet or <https://help.asugroup.com> website, you can leave us a message at 517-381-7959.