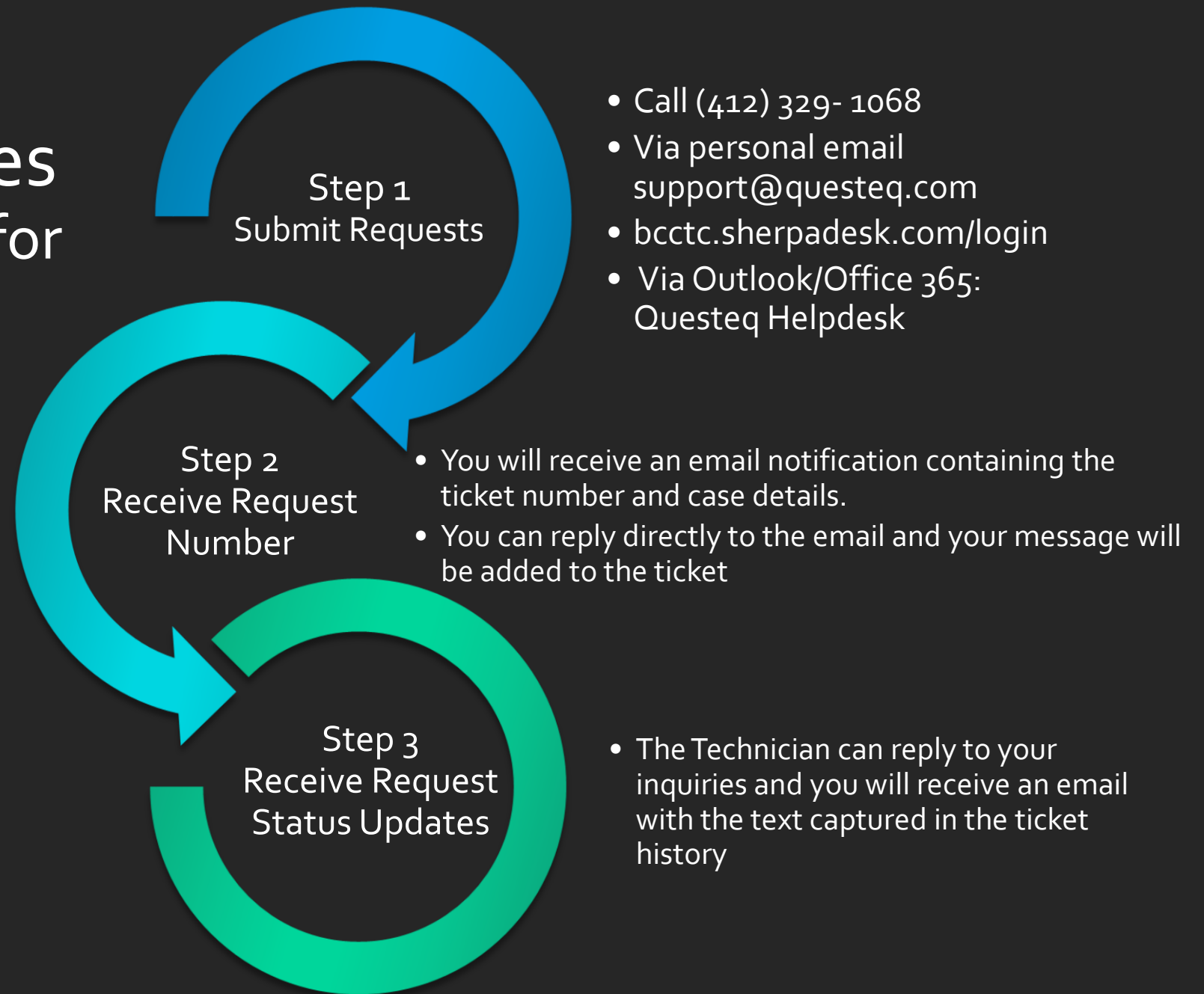




Help Desk Services Quick Process Guide for Beaver County CTC




Submit Requests

1. Via Phone: (412) 312- 1068
2. Via personal email
support@questeq.com
3. Via website:
bcctc.sherpadesk.com/login
4. Via Outlook/Office 365:
Questeq Helpdesk


1. Live helpdesk operator will answer , provide basic troubleshooting, and submit ticket
2. Send a brief description of the issues via email to support@questeq.com email address
3. Login to website using your full email address with the password-- Welcome01
4. Send issues using the "Questeq Helpdesk," address in address book

Receive Request Number

- You will receive an email notification containing the ticket number and case details

To:  David Bremner
Cc:
Subject: FW: Tkt 416 | Keyboard not working (Lup2an)

My keyboard stopped working and I'm unable to use it. I checked the connections and they look good, but I'm not positive. Restarting the computer did not help. I can be reached at extension 1159



[416](#)
Keyboard not working

Organization	Acme School District
Account	Acme School District (Internal)
User	David Bremner dbremner@questeg.com
Technician	Frontline Unassigned Queue
Level	1
Priority	5 - General Inquiry
Location	High School / 116
Class	Hardware > Desktop Computer > Keyboard
Project	
Logged Time	0 hours
Remaining Time	0 hours
Total Time	Budget: 0

Initial Post

Bremner, David	19-Nov-2012 09:33 (UTC-5)
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My keyboard stopped working and I'm unable to use it. I checked the connections and they look good, but I'm not positive. Restarting the computer did not help. I can be reached at extension 1159

Receive Request Status Updates

- You can reply directly to the e-mail notification and your message will be added to the ticket.
- The technician can reply to your inquiries and you will receive an email with the text captured in the ticket history

You can reply to the e-mail and your message will be added to the ticket.

416 Keyboard not working x

jnejuv.bigwebapps.com/home/ticket/ViewTicket.aspx?id=5461439

Response Message

To: David Bremner

Technician: Frontline Unassigned Queue

Place on Hold

File Attachments [Soft Chat](#)

No file chosen
50MB per file [Single File Selector](#)

Response

David Bremner 19-Nov-2012 09:41 (UTC-5)

I just tried another teachers keyboard on this computer and that one worked on my computer.

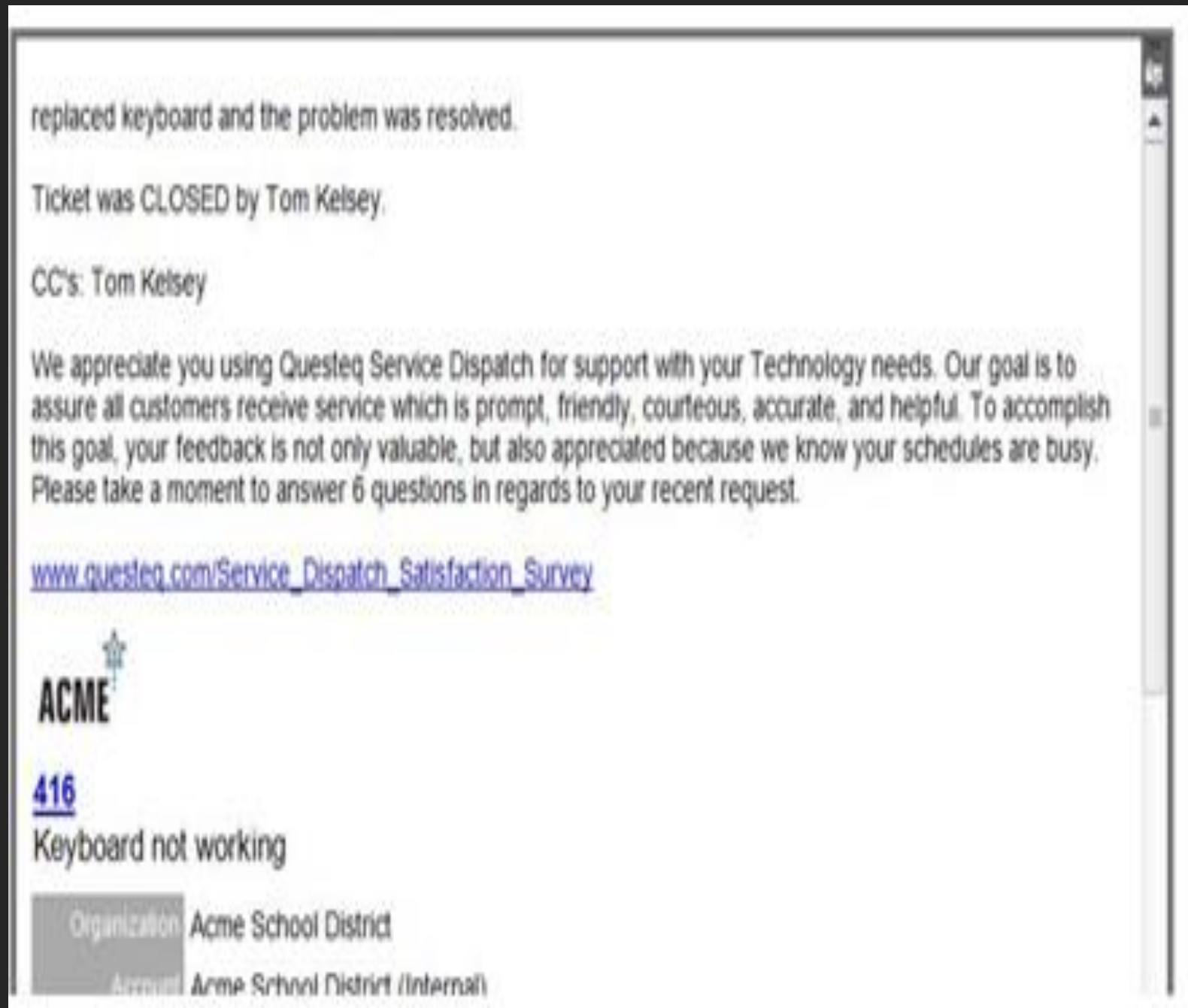
Initial Post

David Bremner 19-Nov-2012 09:33 (UTC-5)

My keyboard stopped working and I'm unable to use it. I checked the connections and they look good, but I'm not positive. Restarting the computer did not help. I can be reached at extension 1159

Receive Closure Notification

- When your issue has been resolved a technician will close your ticket and you will receive an e-mail notification that will allow you to confirm or deny the closure of the ticket.
- Additionally the email will contain a link to a satisfaction survey.




replaced keyboard and the problem was resolved.

Ticket was CLOSED by Tom Kelsey.

CC's: Tom Kelsey

We appreciate you using Questeq Service Dispatch for support with your Technology needs. Our goal is to assure all customers receive service which is prompt, friendly, courteous, accurate, and helpful. To accomplish this goal, your feedback is not only valuable, but also appreciated because we know your schedules are busy. Please take a moment to answer 6 questions in regards to your recent request.

www.questeq.com/Service_Dispatch_Satisfaction_Survey

 **ACME**

416

Keyboard not working

Organization: Acme School District

Account: Acme School District (Internal)