Getting Started
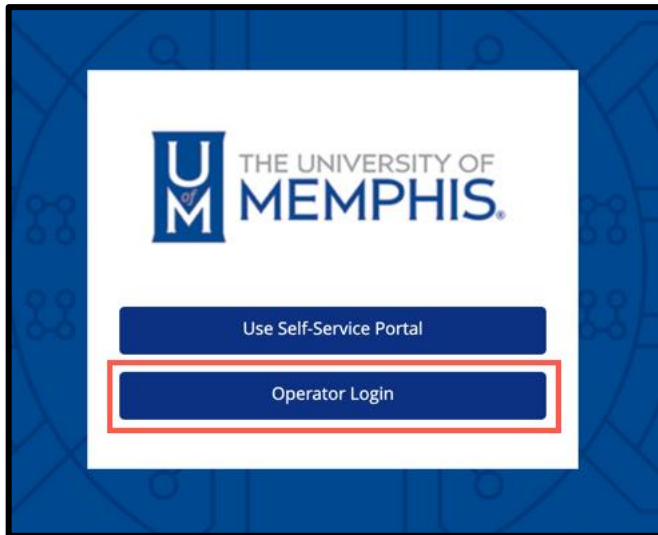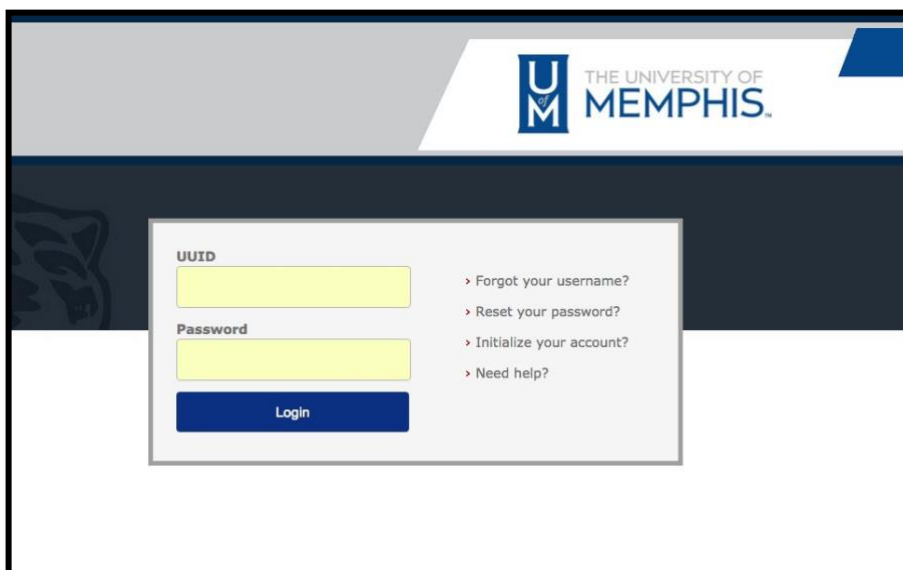
Logging into the System

1. Browse to the Service Desk ticketing Website, choose **Operator Login**.
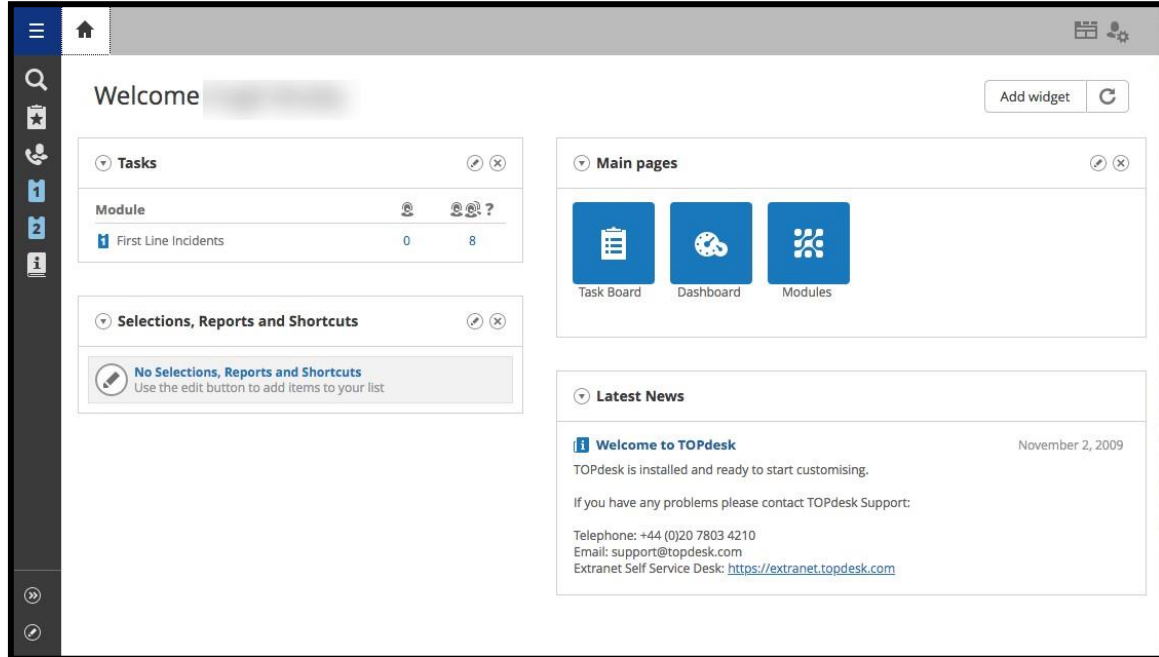

2. Login with your **UUID** and **password.** *(The UUID and password is the same one you use for myMemphis Portal and all other campus resources.)* Click **Login**. Authenticate using DUO.

The opening screen is your personal TOPdesk workspace.

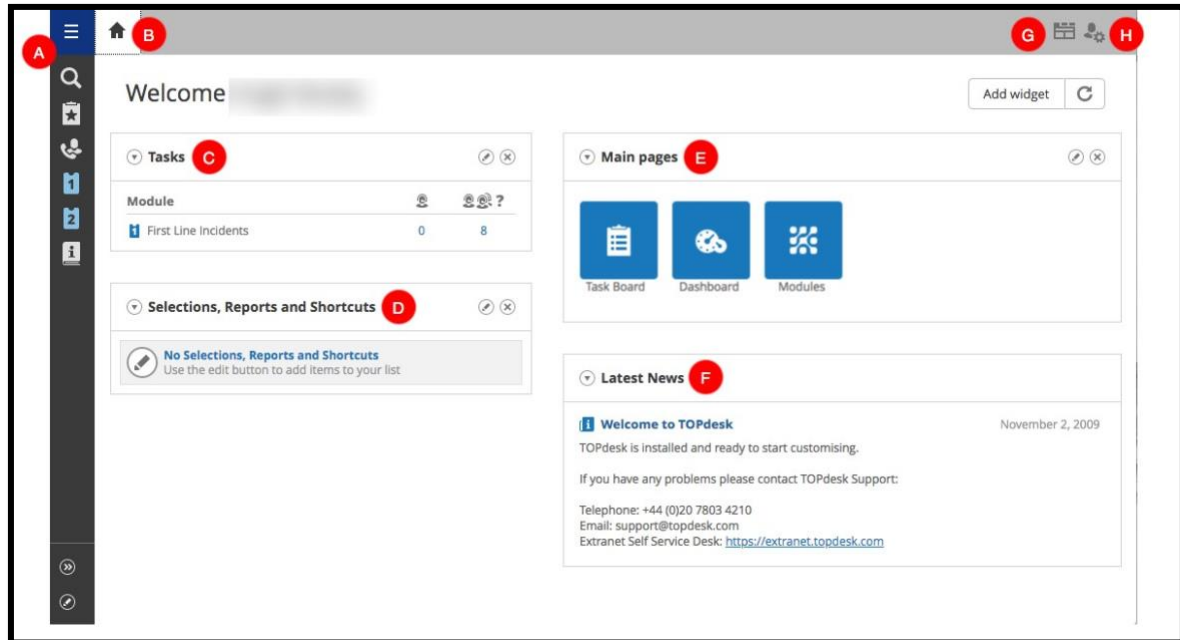*Note: this is the default view; the workspace can be customized.*

Basic Layout:

The key parts of the standard TOPdesk workspace are as shown below:

The areas/items labeled in the picture (default layout) are:

A. Quick Launch Bar: Contains icons for the features in TOPdesk you use most frequently, such as creating a new incident, service request, etc. You can add buttons to the Quick Launch Bar using [icon] .

The standard buttons are:

- **TOPdesk menu:** Create new incidents and open the *Plan Board*, *Task Board*, *Dashboard*, the *Modules* and *Help* options.

- **Search:** Search within TOPdesk, for example, Incidents, service requests, and AskTom Articles.

- **Bookmarks:** These can be used to bookmark cards and create a mini to do list or to quickly find a ticket.

- **Caller Card** – This can be used to look users in the TOPdesk system.

- **New First Line Incident** – Used to log a ticket as a new first line incident. These will be assigned to Service Desk.

- **New Second Line Incident** – Use to log a ticket as a Second Line Incident. LSP's and other user groups can own second line incidents.

- **AskTom** – Used for looking up common solutions in the knowledge base.

B. **"Home" button:** Takes you back to the start page at any time.

C. **Tasks:** Contains all of the incidents for your area. Adjust to display the tasks most important to you. Choose how you wish to filter these columns using ⊘ .

D. **Selections, Reports and Shortcuts:** Provides access to selections, reports and shortcuts that are most relevant to you. You can choose which selections, reports and shortcuts you wish to display here using ⊘ .

E. **"Main Pages":** Contains the following buttons:

- **Plan Board:** This is used by TOPdesk operators for allocation of work.

- **Task Board:** This button opens the overview of all tasks assigned to you. You can use it to view tickets that you need to process.

- **Dashboard:** This displays reports providing an overview of the current service requests. You can also create new reports and selections through the dashboard.

Each new action will open a new tab across the top of your screen to help you easily navigate to the information you need. You can have 10 tabs open at the same time and easily switch from one to another.

F. **Latest News:** Information on current service status, upcoming maintenance and other useful information.

G. **Tab Button** - you can view a list of all open tabs using the Tab button.

H. **"Logout" and "My Settings" buttons:** The **My Settings** button allows the user to change some custom settings such as display options, adding additional email addresses, to-do lists for groups to display, and language settings. The **Logout** button allows you to log out of the system.

Working with Tabs

In TOPdesk, you work with tabs. Actions will open additional tabs across the top of your screen. You can open 10 tabs at once and easily switch between them:


A. **Home Page:** The home or start page tab is always open to the left of the open tabs and will take you back to your workspace window.
B. **Tabs:** If you have many tabs open, you can view a list of all open tabs using the

 button. This also allows you to close all open tabs at once. You will see all other tabs except for the one you are currently working on (and the start page tab)The **Tab** button and also provides to access Recently viewed tickets:
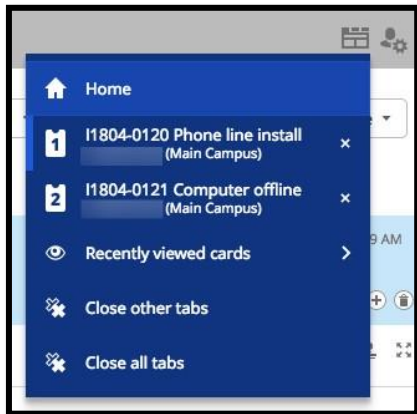
A few useful points:

- **Tab Space:** If the number of tabs open exceeds the space allowed by your browser, arrows will appear to allow you scroll through the tabs.
- **Opening Tickets:** If you open a ticket which is already open, the tab with that card will display at the front.
- **Maximum Number of Tabs:** You can open up to 10 tabs at one time, if you open an eleventh tab, the tab which has been unused for the longest will close to allow the new tab to open.
- **Recently Closed Tickets:** TOPdesk will remember the last 30 viewed tickets.