

HELP DESK | MEDMANAGEMENT LLC | (205) 314-8900

# EDIPHY ADVISORS

06.24.2022

# How to Submit a Service Desk Request

There are two ways to create a Service Request

Click the **EdiPhy ServiceDesk** icon on your desktop.



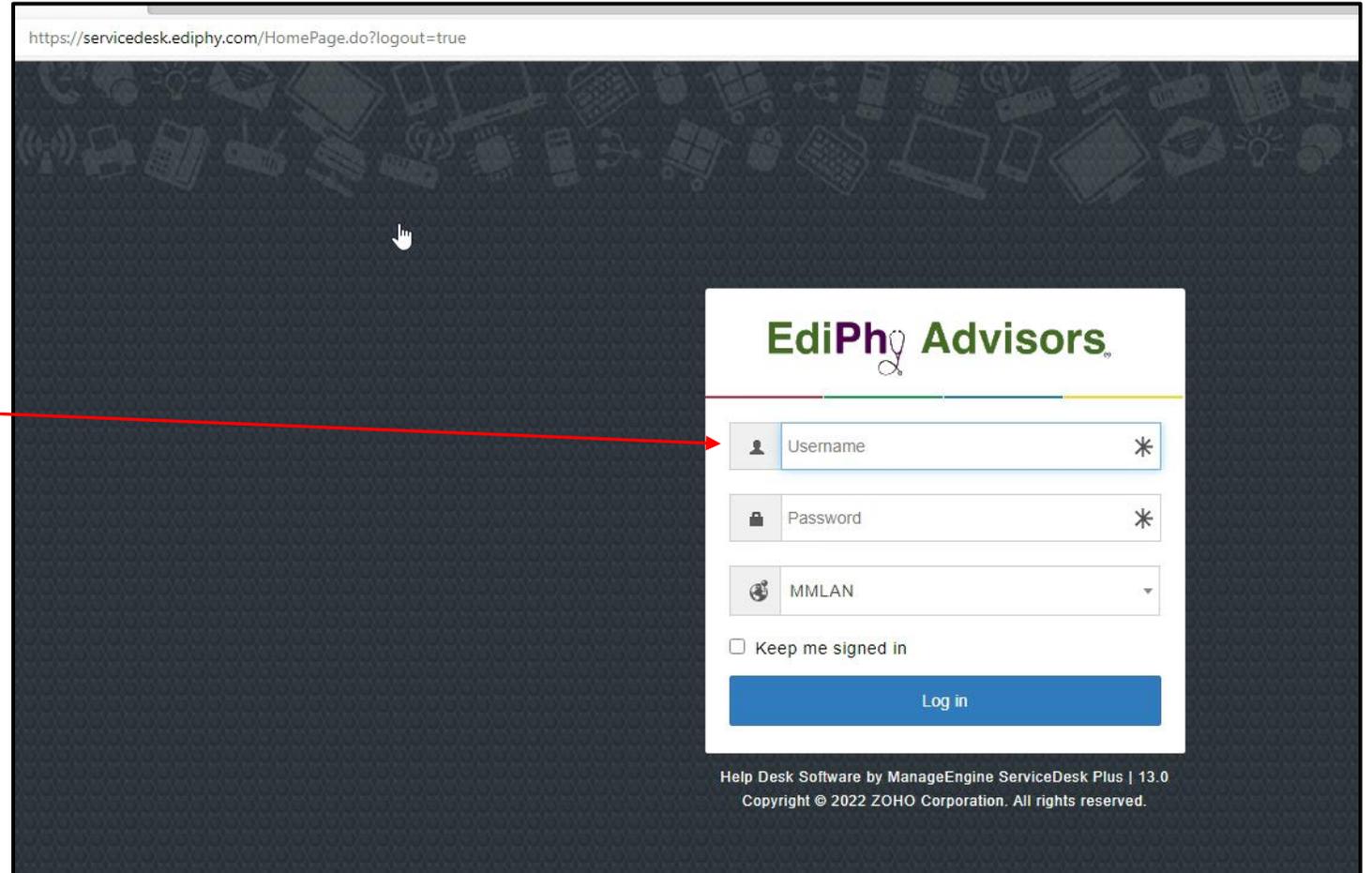
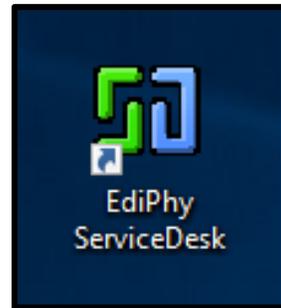
Send an email to [ServiceDesk@Ediphy.com](mailto:ServiceDesk@Ediphy.com)



# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

1. Click the EdiPhy ServiceDesk icon on your desktop.
2. Create a new request logging into ServiceDesk with your EdiPhy username and password.

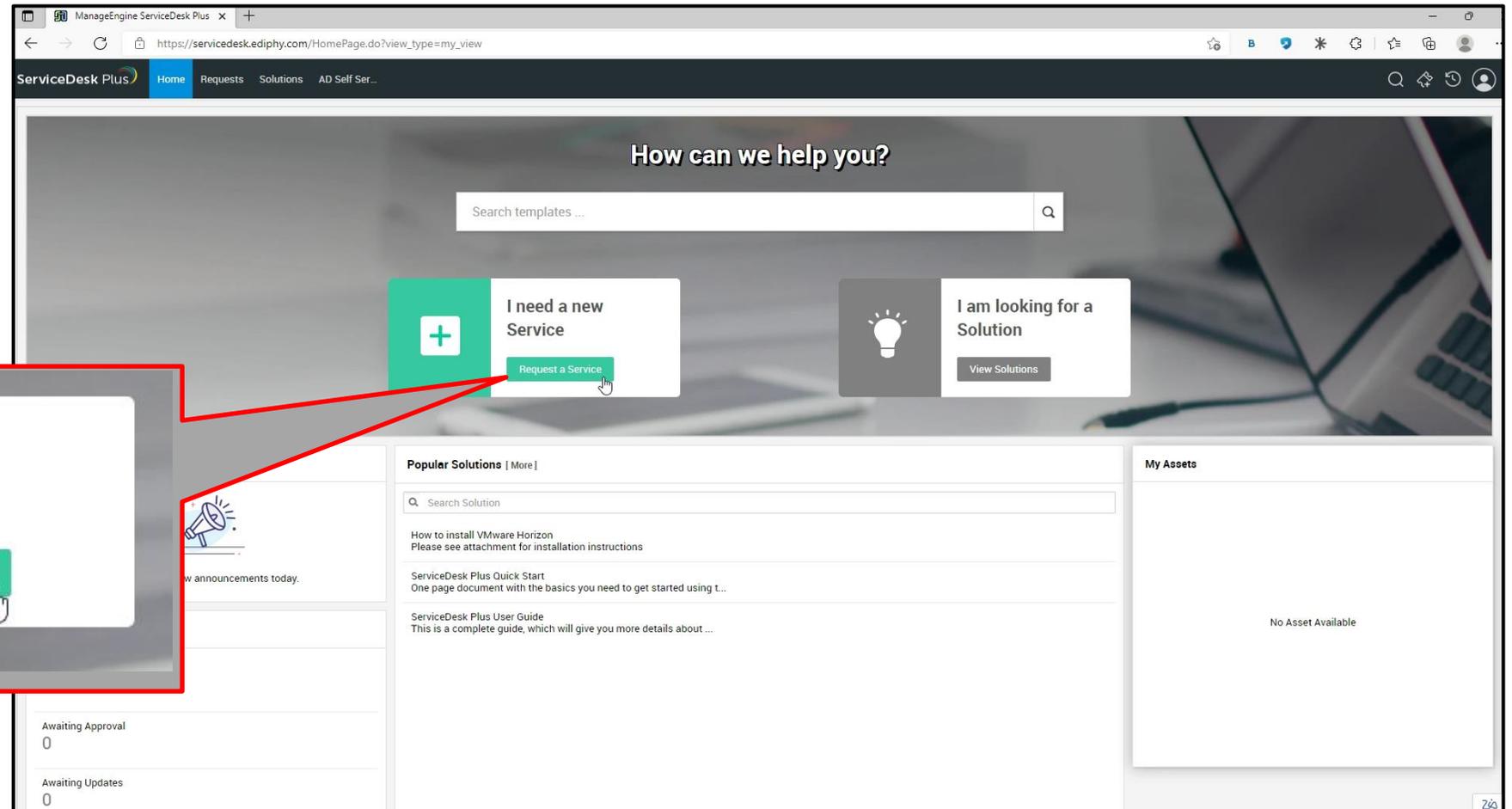
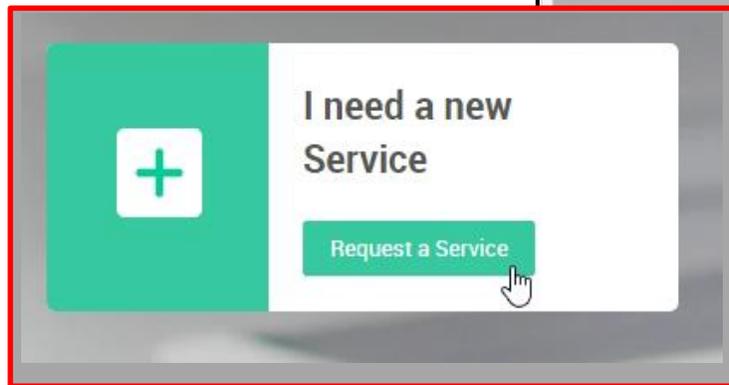
A screenshot of a web browser showing the login page for EdiPhy ServiceDesk. The browser's address bar displays 'https://servicedesk.ediphy.com/HomePage.do?logout=true'. The page has a dark background with a pattern of various icons. A white login form is overlaid on the right side. The form includes the 'EdiPhy Advisors' logo at the top, followed by three input fields: 'Username', 'Password', and 'MMLAN'. Below these fields is a checkbox for 'Keep me signed in' and a blue 'Log in' button. At the bottom of the page, there is a footer with the text: 'Help Desk Software by ManageEngine ServiceDesk Plus | 13.0 Copyright © 2022 ZOHO Corporation. All rights reserved.' A red arrow points from the 'EdiPhy ServiceDesk' icon to the login form.

**\*Note: EdiPhy Service Desk can be accessed outside of VMWare, from Ediphy.com Support tab \***

# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

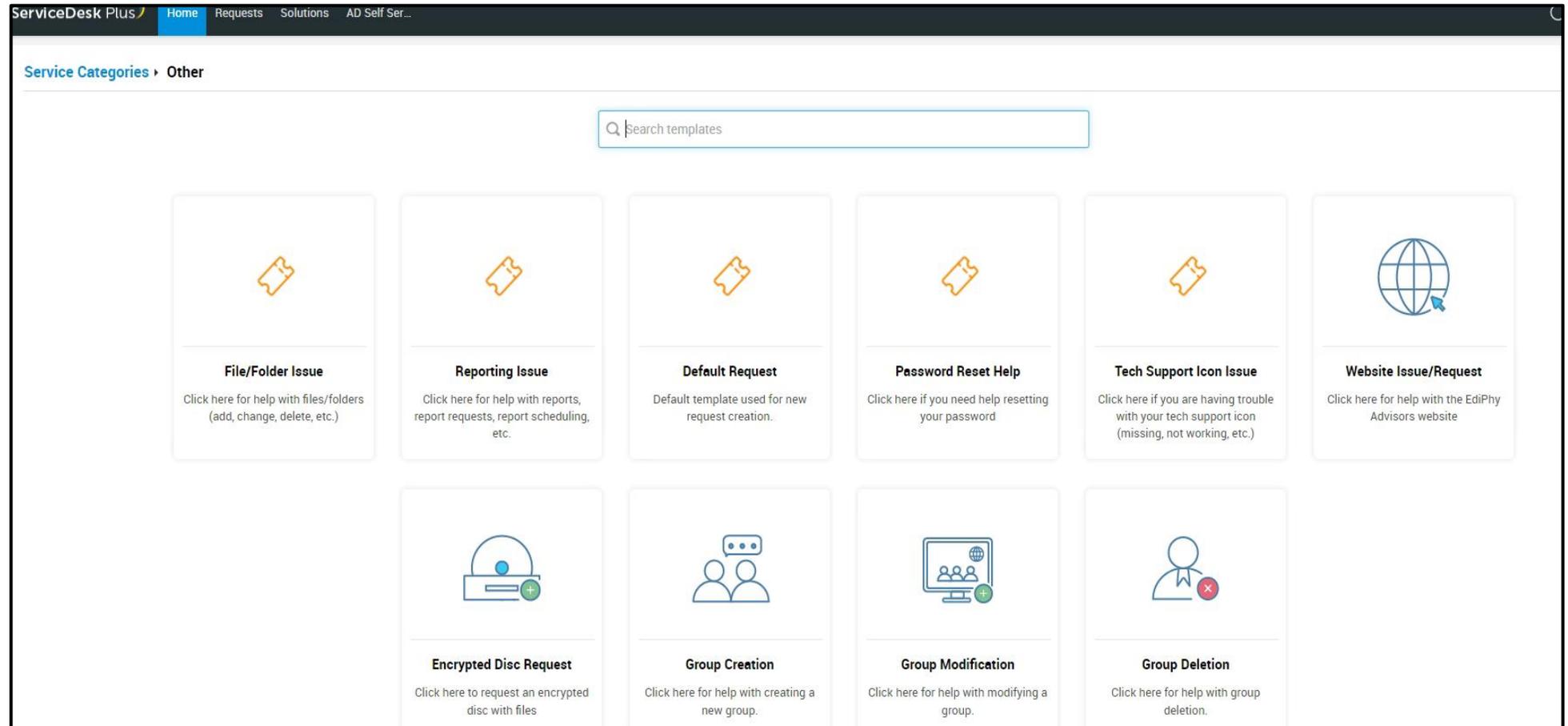
3. Once you are logged in, click the green 'Request a Service'



# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

4. Choose the appropriate category that best describes your issue and if needed the appropriate sub-category to describe your issue.



# How to Submit a Service Desk Request

5. Complete the Web Form with as many details as you can include.

ServiceDesk PLUS Home Requests Solutions AD Self Ser...

**Add request**

Requester: Brittany Adams-Harris

Asset(s): --Select--

Category: Not Specified Priority: Not Specified

Subcategory: Not Specified Impact: Not Specified

Item: Not Specified

Subject: [Empty text box]

Description: [Rich text editor with toolbar]

Site: Not associated to any site

Group: Technical Support

Attachments: [Empty area]

Browse Files or Drag files here [Max size: 50 MB.]

Add request Reset Cancel

**Add request**

Requester: Brittany Adams-Harris

Asset(s): --Select--

Category: Not Specified

Subcategory: Not Specified

Item: Not Specified

Subject: [Empty text box]

Description: [Rich text editor with toolbar]

# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

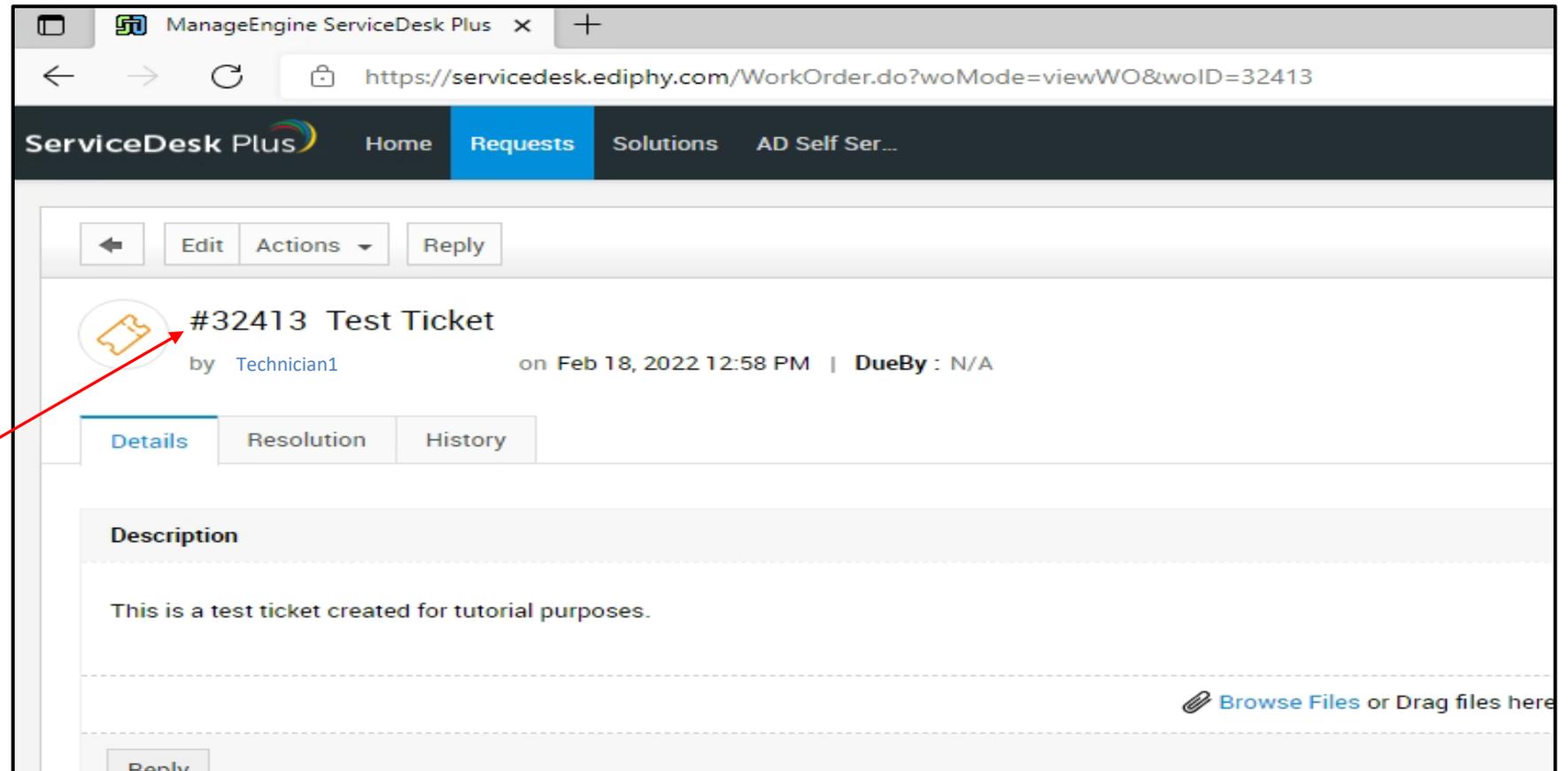
6. Once you have entered all the necessary fields, click add, request.
7. \*Note:AD may make request edit suggestions, you can **View Suggestions** or continue with **Submit My Request**

The screenshot displays a web form for creating a service desk request. The form includes several dropdown menus: 'Asset(s)' (set to '--Select--'), 'Category' (set to 'Application'), 'Subcategory' (set to 'Client System'), and 'Item' (set to 'Not Specified'). To the right of these are 'Priority' (set to 'Not Sp') and 'Impact' (set to 'Affects'). The 'Subject' field contains 'Test Ticket'. Below the subject is a rich text editor for the 'Description' with a toolbar containing bold, italic, underline, and link icons, a font family dropdown set to 'Roboto', and a font size dropdown set to '10'. The description text reads 'This is a test ticket created for tutorial'. A white modal box is overlaid on the bottom right of the form, containing the text 'Following suggestion(s) might help resolve your request. Please review the suggestions before submitting the request.' and two buttons: 'View Suggestions' and 'Submit My Request'. A red arrow points from the text in step 7 of the list to the 'View Suggestions' button.

# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

8. Once you have pressed the submit button, this will automatically create a service request and alert the appropriate group for assistance.
9. You will also be provided a service request number. This will be the number used to reference your request

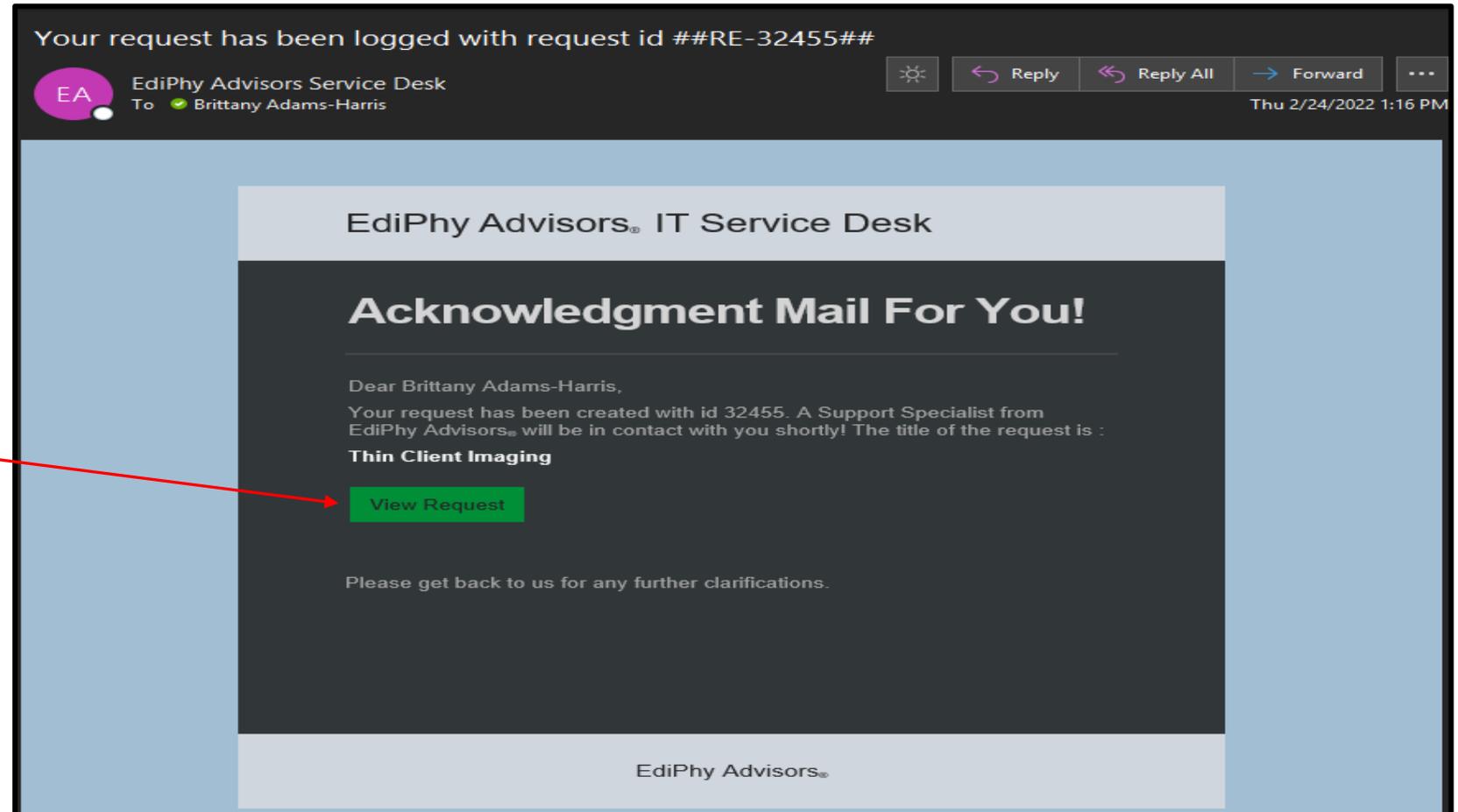


# How to Submit a Service Desk Request

Using the EdiPhy ServiceDesk **Icon** to create a service request:

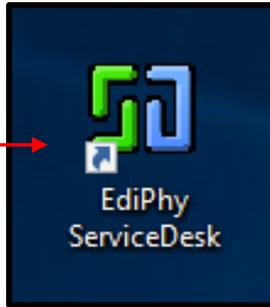
10. You will receive an email from EdiPhy Advisors Service Desk email informing you that your request has been submitted successfully.
11. This email will include your service request # and a green **View Request** button that will open a web page to your service request details.

**\*Note: You may reply to this email at any point and it will post as an update to your service request\***



# How to Submit a Service Desk Request

12. You can also check the status of your request any time by logging into **ServiceDeskPlus** and clicking on **Requests**



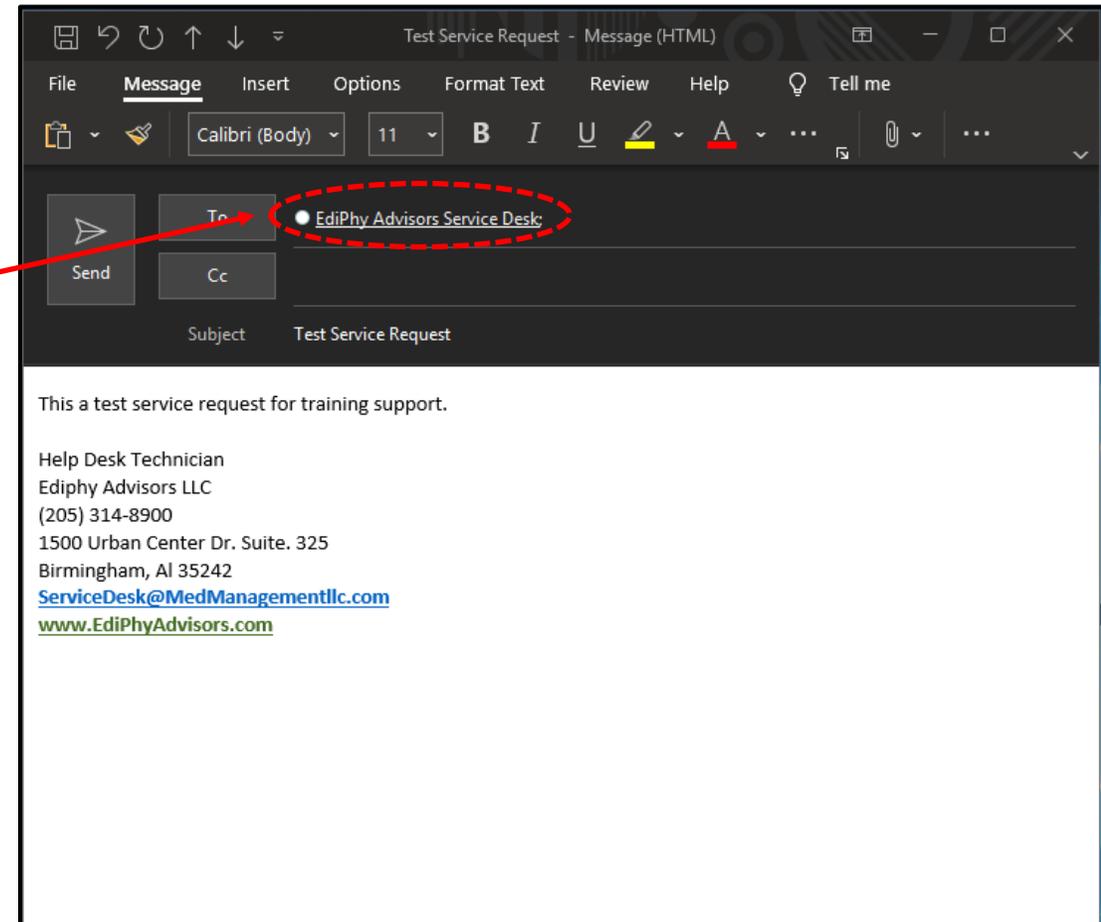
The screenshot shows the ServiceDesk Plus web interface. The browser address bar displays the URL: [https://servicedesk.ediphy.com/WOListView.do?viewName=Open\\_Requester&globalViewName=All\\_Requests&requestViewChanged=true](https://servicedesk.ediphy.com/WOListView.do?viewName=Open_Requester&globalViewName=All_Requests&requestViewChanged=true). The navigation menu includes 'Home', 'Requests', 'Solutions', and 'AD Self Ser...'. The 'Requests' menu item is highlighted. Below the navigation bar, there is a section for 'My Open Requests' with a '+ New' button and search filters. A table displays the following data:

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	On-Behalf-Of
32413	Test Ticket	Brittany Adams-H...	Brittany Adams-H...	-	Open	Feb 18, 2022 12:58...	-	-

# How to Submit a Service Desk Request

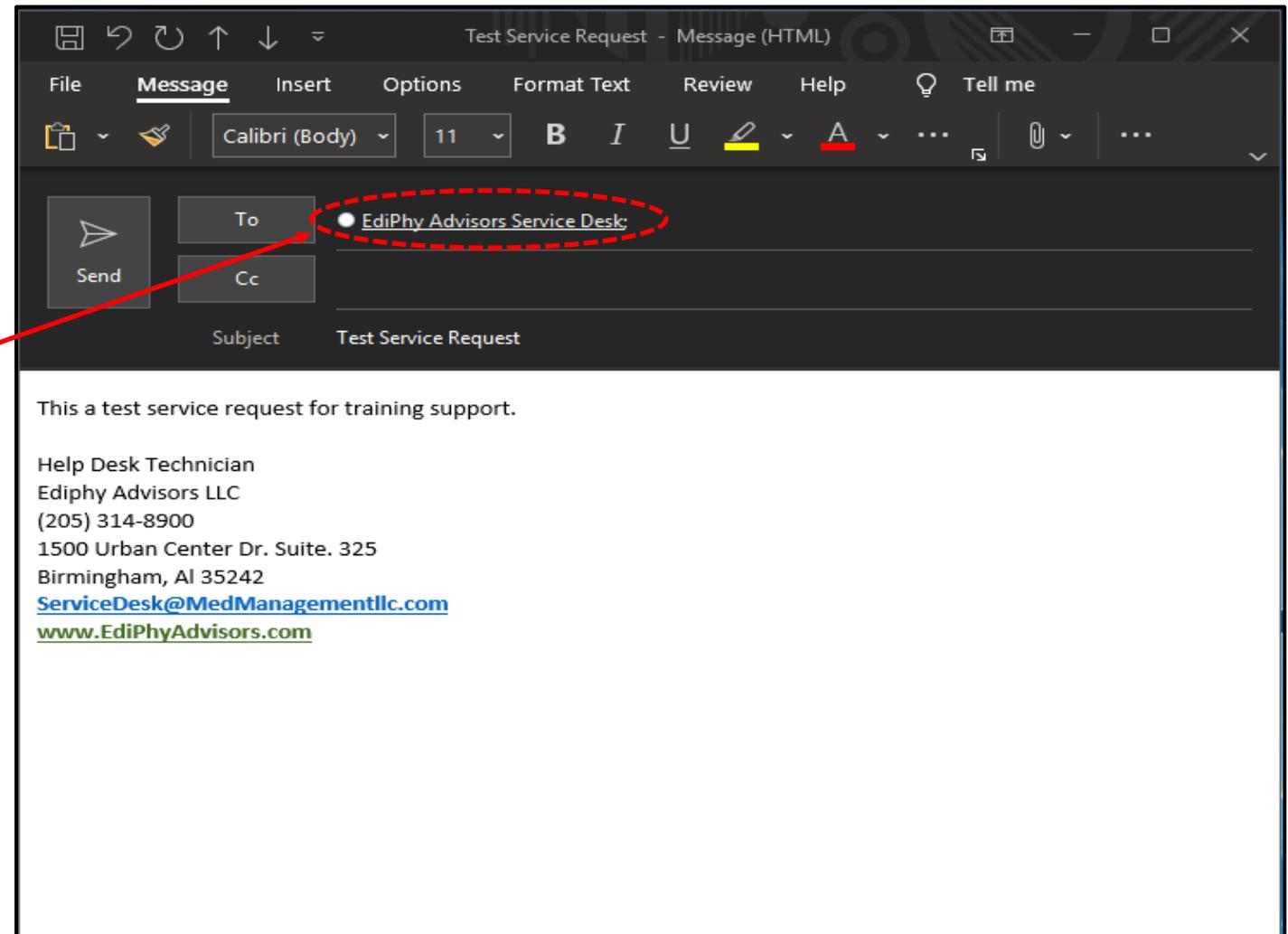
**METHOD 2:** Using the EdiPhy ServiceDesk email to create a service request:

1. You can also Email [ServiceDesk@medmanagementllc.com](mailto:ServiceDesk@medmanagementllc.com)
2. Be sure to include:
  - a) A Subject that.....as the system will use this as the title of your new service request
  - b) A detailed description of the issue
  - c) If possible, screenshots of the issue.
  - d) Contact information for the user affected and/or your contact information



# How to Submit a Service Desk Request

3. Once you send the email, this will auto-generate a Service Desk Request.
4. As with creating a service request with the web form, once you send the email and the service request has been auto-generated, you will receive an email from EdiPhy Advisors Service Desk email informing you that your request has been submitted successfully.
5. This email will include your service request # and a green **View Request** button that will open a web page to your service request details.



**\*Note: You may reply to this email at any point and it will post as an update to your service request\***