End User Guide

Learn how to request support and search the knowledge base

D41 Support Center

freshservice
by freshworks

Welcome to D41 Support Center by Freshservice- the IT service desk with a fresh twist.

This user guide will walk you through everything you need to know about D41 Support Center. Technology Services can set up and manage the entire service desk and also configure the end user interface, that you use. They also provide self-help solutions to common IT issues in D41 Support Center's knowledge base. You can refer to these solutions to solve problems you face and (if still required) raise a support request for your service desk to resolve.
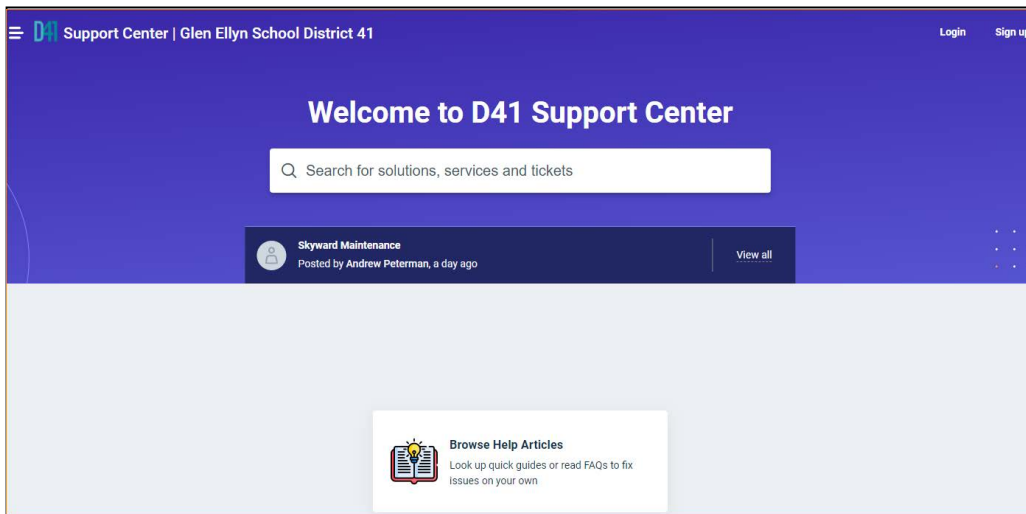
Here's how to get started.

Logging into D41 Support Center

Visit the URL: support.d41.org

You have access to your service desk's knowledge base and announcements even before you login.

You will need to login in order to track a ticket you've raised. But first you will need to sign up for an account.

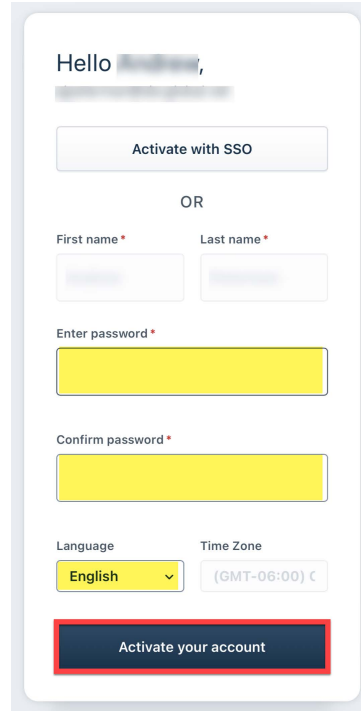1. Click the "Sign up" link in the upper right.

2. Fill in your Name & Email and click "Register"

3. You will receive a confirmation email from support@freshworks.com. Click the link to activate your account and create a password.

4. Enter your password & confirm. Select your preferred language and click the "Activate your account" button.


5. You will use this email address and password to submit any requests for support now and in the future.

Self-Help Solution Articles

The Technology Services want you to be able to resolve some issues on your own. To help you with this, we provide solution articles in D41 Support Center's knowledge base. You can access these articles right from the self-service portal, without the need to log in. The knowledge base is provided right on the home page, but you can use the search field to find solutions for specific issues.
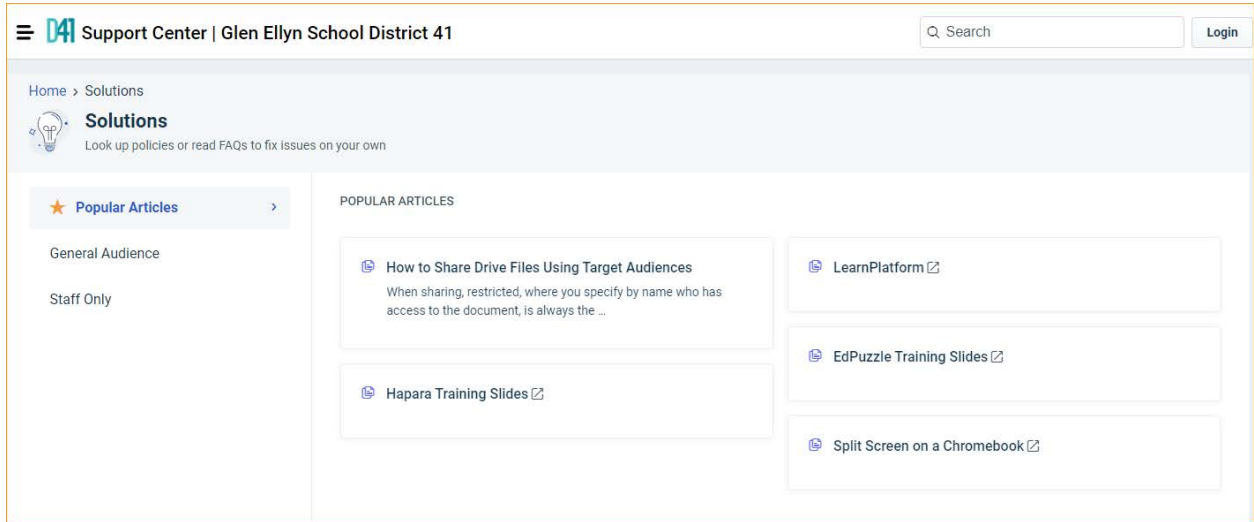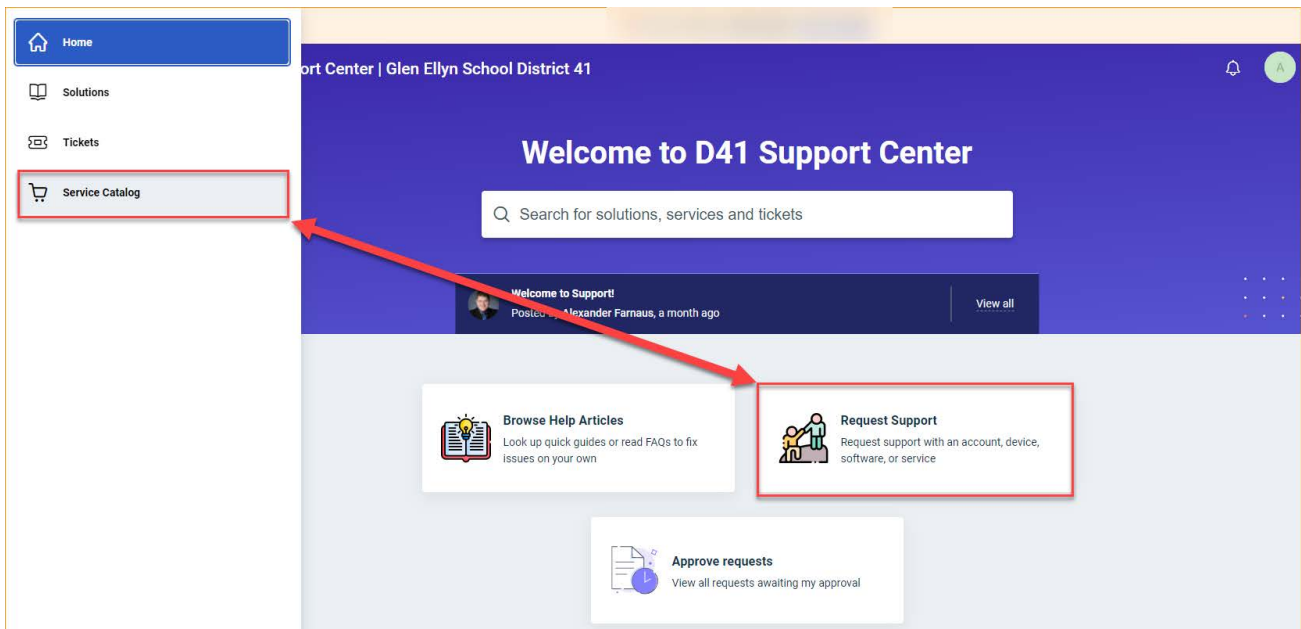

Requesting Support

The Service Catalog consolidates all the support requests that you, as an employee, have available. The catalog makes it easy for you to request for support by providing a one stop shop on the portal.

To raise a service request,

1. Login to the user portal and click on either **Service Catalog** (click three lines in upper left) or **Request Support.**

2. From the list of services click on the one that you want to request. You can even search for it directly.
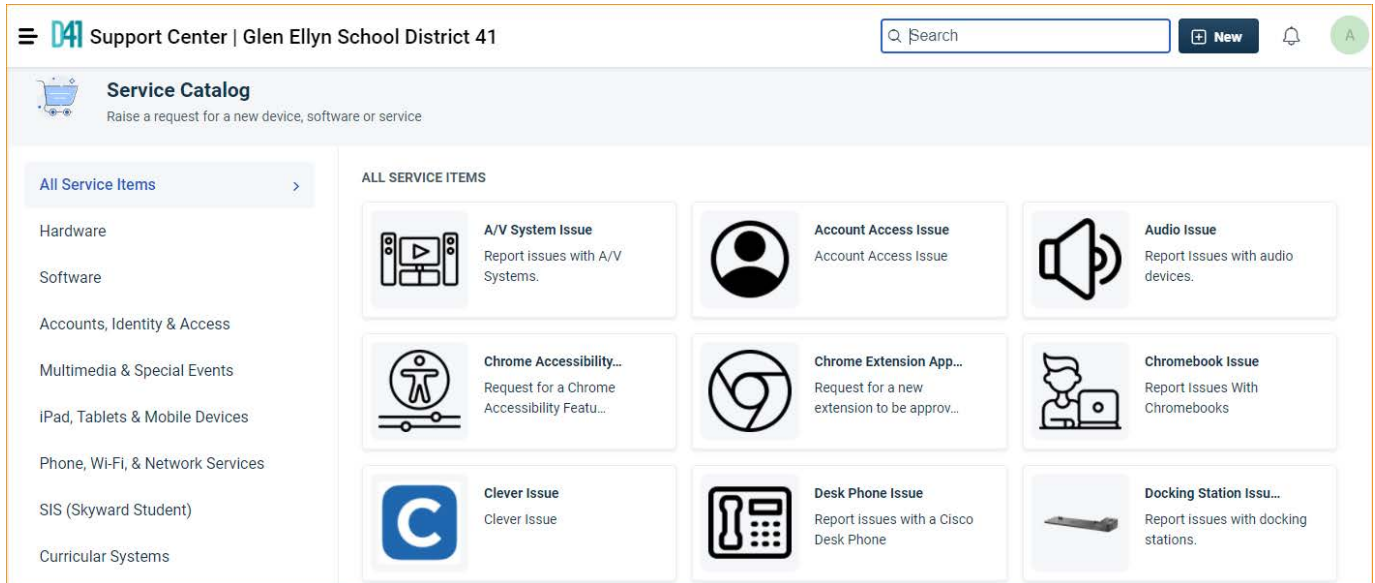
3. This takes you to the help request page that provides more details about the support request.

Note: The serial number of a Chromebook is in the upper right of the screen when powered on (does not need to be logged in) or on the bottom of the device.

4. Be sure to fill out all required information. The more detailed information entered, the faster Tech Services will be able to assist.

5. In case you're placing the request on somebody else's behalf, enter their email address and then click on **Place Request**.

This creates a **Service Request** automatically. You can keep track of it from the **Tickets** tab

Announcements

The Technology Services department might sometimes need to alert/update you about upcoming events like service updates, service outages, server migrations, possible downtimes, etc. We will do this by posting an announcement on D41 Support Center.

Announcements are displayed in the center of the pane on the Home tab. You can view them even if you're not logged in.