

# MaxDesk 101

## How to submit a new ticket:

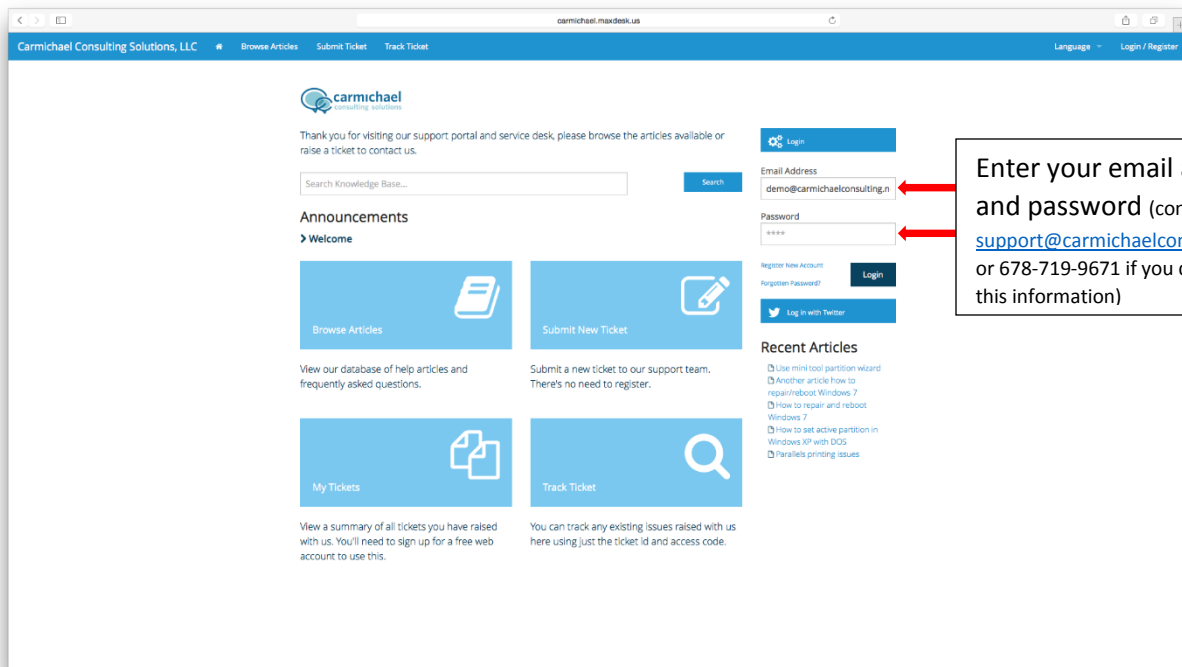
There are many ways to submit a ticket in MaxDesk, below are the options available to you and/or your designated team members.

Option 1: Send an email to [support@carmichaelconsulting.net](mailto:support@carmichaelconsulting.net) with as much information as possible about your issue. MaxDesk will automatically open a ticket from your email and notify all technicians of the issue.

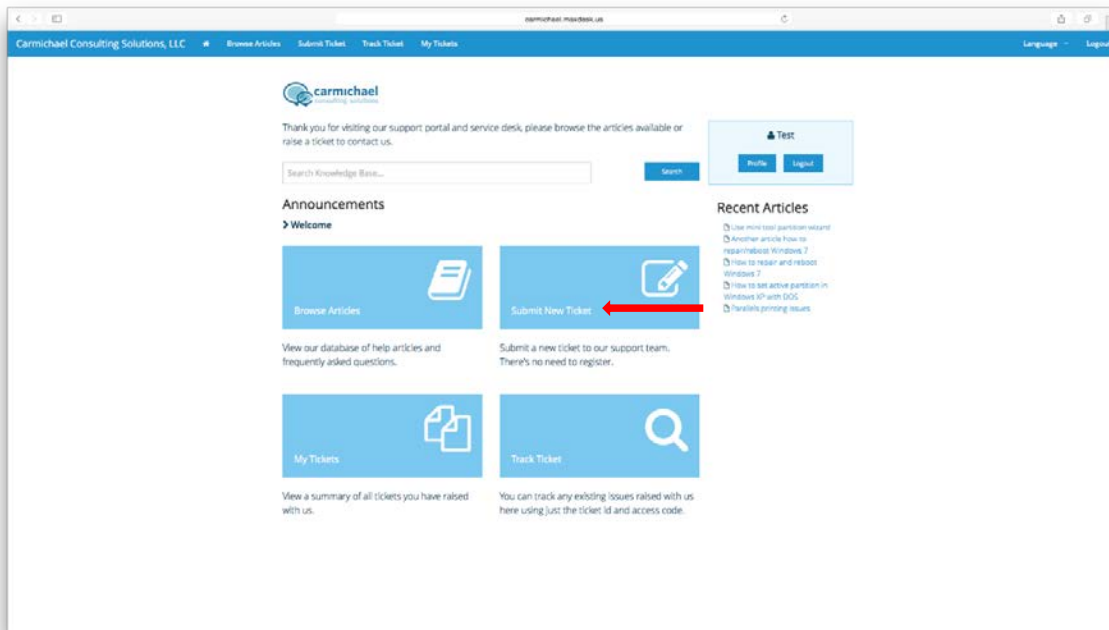
Option 2: Call 678-719-9671 and press 1 for support. One of our technicians will answer the call and open the ticket for you with all the necessary information.

Option 3:

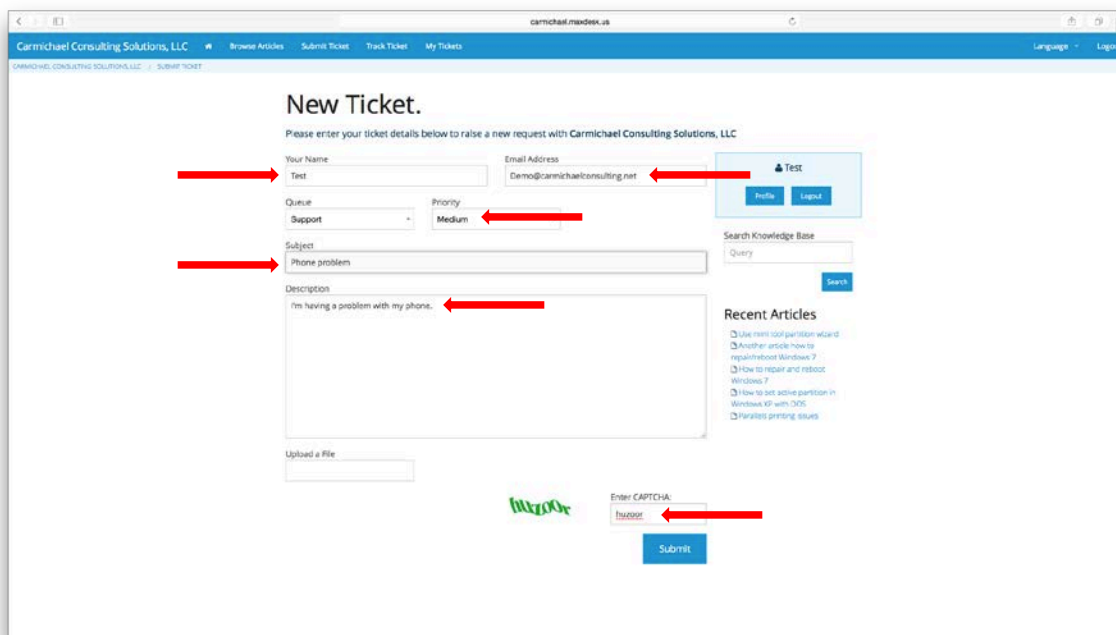
1. Go to [Carmichael.maxdesk.us](http://Carmichael.maxdesk.us) and login with your provided username/password.



2. After you login you will be brought to your individual homepage within MaxDesk, and you can click on Submit New Ticket.

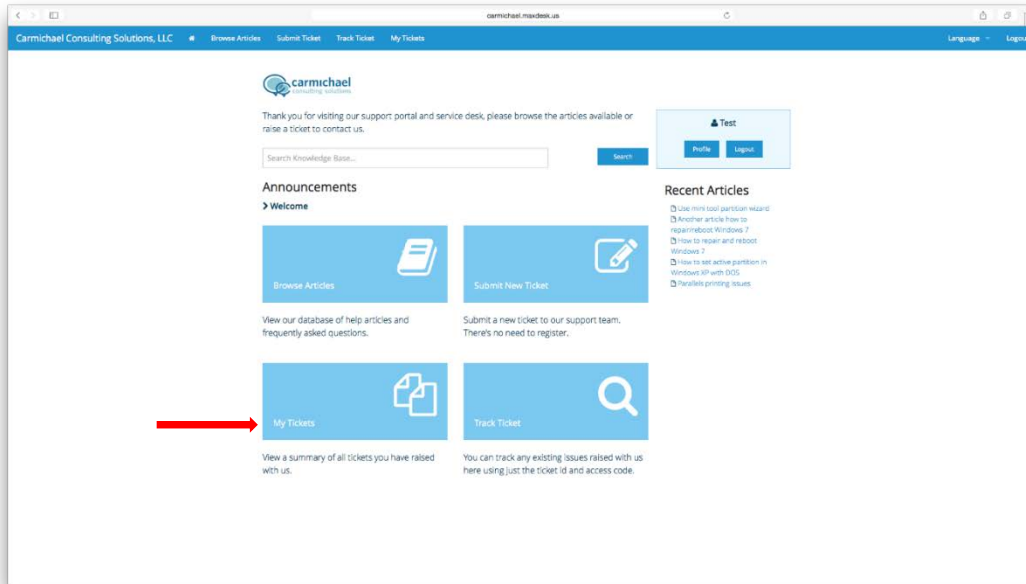


3. Within the New Ticket window you can fill out all the necessary information: Your Name, Email Address, Priority, Subject, Description and also attach a file (a screen shot or any other file that will help us resolve your issue). Once the info has been entered, just click Submit.

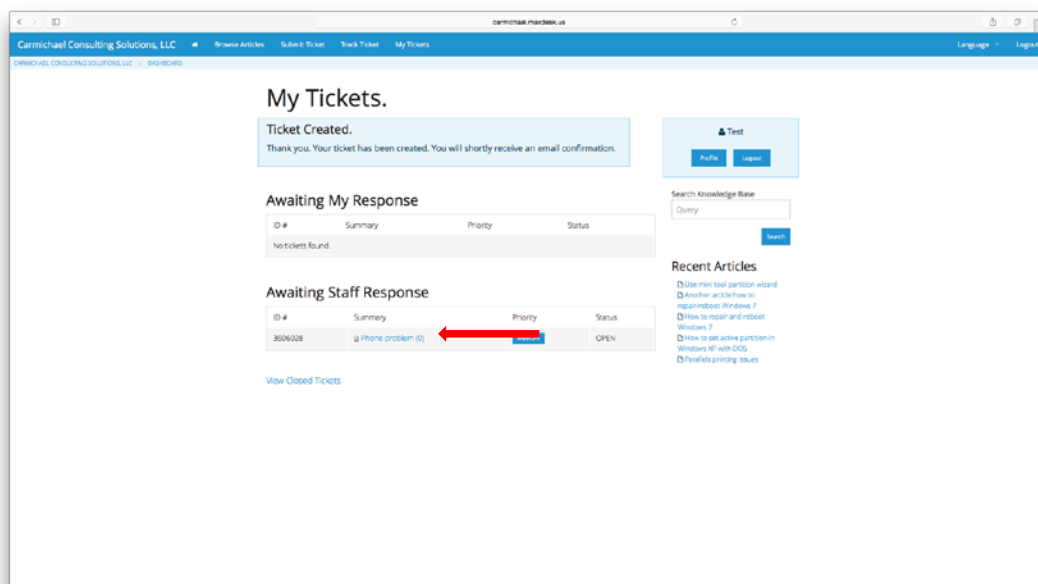


## How to update or check the status of a ticket:

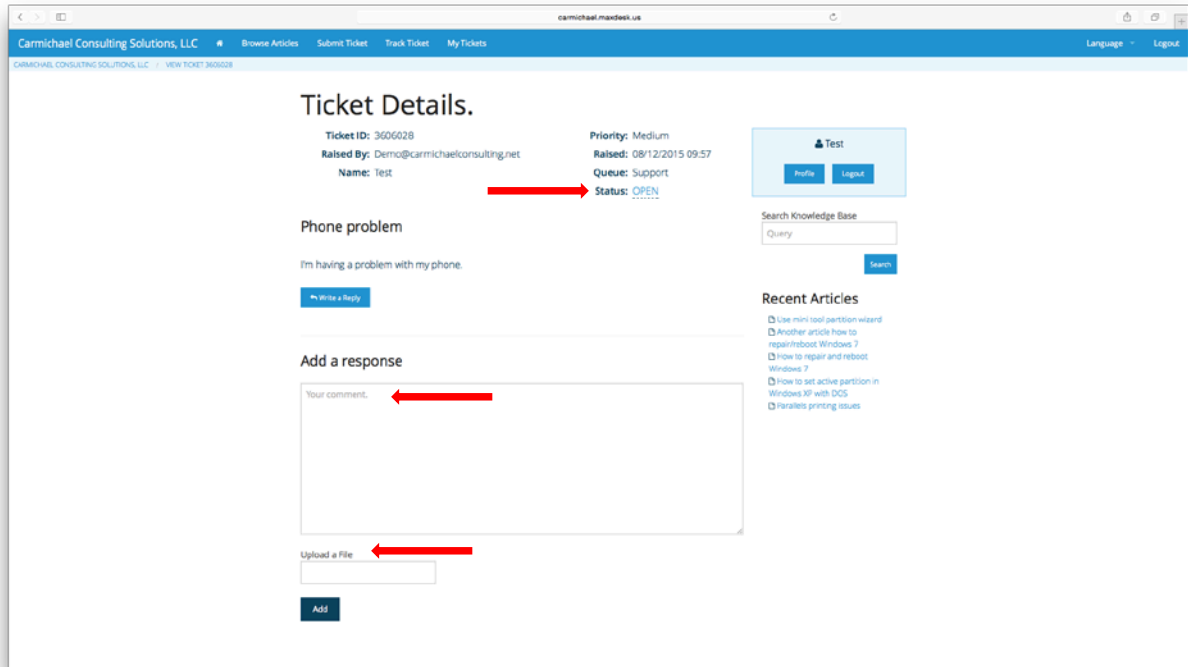
1. From your individual homepage within MaxDesk you can check your open tickets or even add more information to open tickets, to do this first click on My Tickets.



2. From the My Tickets screen you can see your tickets and what the current status is. On the screen below you will see the ticket we just submitted from the previous section. In this section you can see tickets that are awaiting a response from Carmichael or tickets that are waiting on your input, you can also view your closed tickets by clicking on View Closed Tickets. To add a response to a ticket you can click on that ticket and the Ticket Details screen will come up.



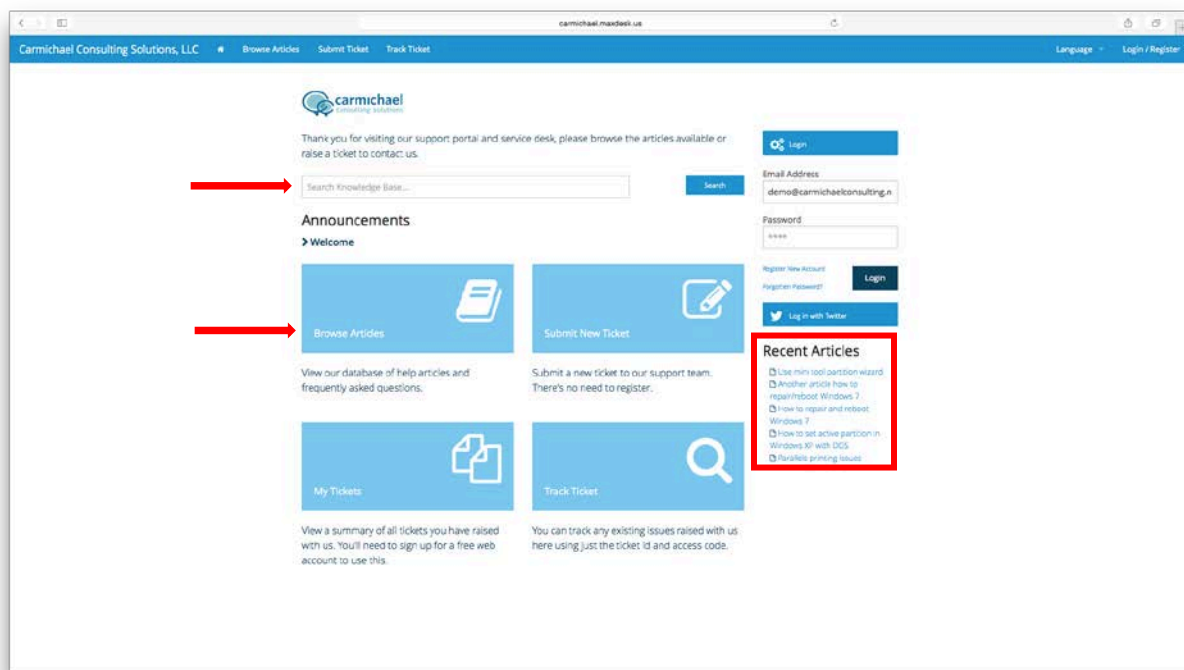
3. After clicking on a ticket you will be brought to the Ticket Details page. From this page you can add a response to the ticket with further information about your issue, attach a file or even change the ticket Status (you can close a ticket if the issue has been resolved).



The screenshot displays the 'Ticket Details' page for ticket ID 3606028. The page header includes navigation links for 'Browse Articles', 'Submit Ticket', 'Track Ticket', and 'My Tickets'. The ticket information section shows: Ticket ID: 3606028, Priority: Medium, Raised By: Demo@carmichaelconsulting.net, Raised: 08/12/2015 09:57, Queue: Support, and Status: OPEN. A red arrow points to the 'Status: OPEN' field. Below this is the ticket description: 'Phone problem' and 'I'm having a problem with my phone.' A red arrow points to the 'Write a Reply' button. The 'Add a response' section features a text area labeled 'Your comment.' with a red arrow pointing to it. Below the text area is an 'Upload a File' section with a file input field and an 'Add' button, also indicated by a red arrow. On the right side, there is a 'Test' button with 'Profile' and 'Logout' options, a 'Search Knowledge Base' section with a query input and search button, and a 'Recent Articles' section with a list of articles.

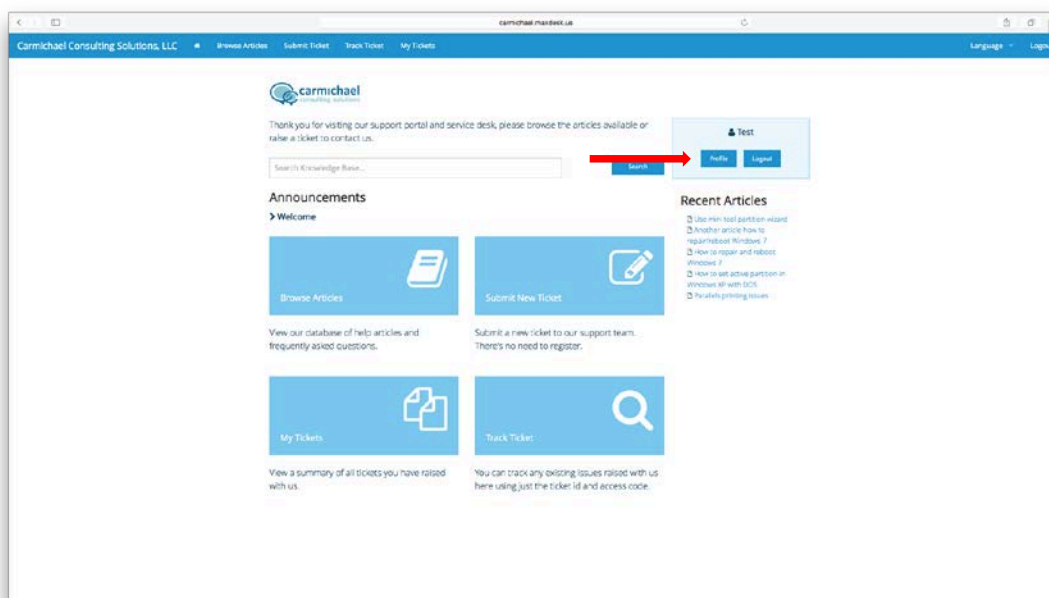
## Knowledge Base:

One of the things that we feel sets Carmichael Consulting apart from other IT consulting companies is our desire to educate the client. We feel it is better to educate our clients than keep them in the dark about IT. With that in mind one of the main reasons we chose to move to MaxDesk was because it provided a robust Knowledge Base. Our Knowledge Base will be populated with articles that will enable our clients to learn about IT and even resolve certain issues without needing to contact us. We will be continually updating this Knowledge Base as we encounter issues. Each user will have access to articles about general IT fixes (e.g. how to change a password in Office 365) and access to client specific articles that apply only to their business (e.g. how to map a network drive from their server). As you may have noticed the most recent Knowledge Base articles are accessible from any screen, they are under the Recent Articles section that is always on the right side of MaxDesk. The Knowledge Base articles that apply to everyone are accessible without a login. To look at all the articles you can click on Browse Articles and it will take you to the Knowledge Base, which contains all the articles you can access. If you are logged in, you will also have access to your client specific articles. You can also search the Knowledge Base for specific articles.



## Edit your Profile:

As the end user you also have access to edit your profile or change your password. When you log into MaxDesk for the first time you will be using a generic password, it is highly recommended that you change your password after your first login. To edit your profile or change your password click on Profile in the top right under your name.



While you are in the profile page you will have access to change your password, email, name and company.

