Teaching and Learning Technology Centre

To download Supportworks Client, go to
http://ictservicedesk.londonmet.ac.uk/sw/software/index.php and follow the instructions

STEP 1:   Running Supportworks Client

1.   Go to **Start** > **Programs** > **Supportworks client** > **Supportworks client** > enter
     User ID (staff username) and (londonmet) **Password**

2.   Click **Close** for the **Tip of the Day** window

3.   Click **Helpdesk** icon

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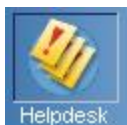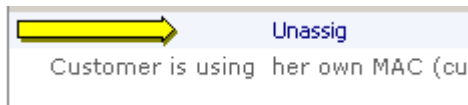
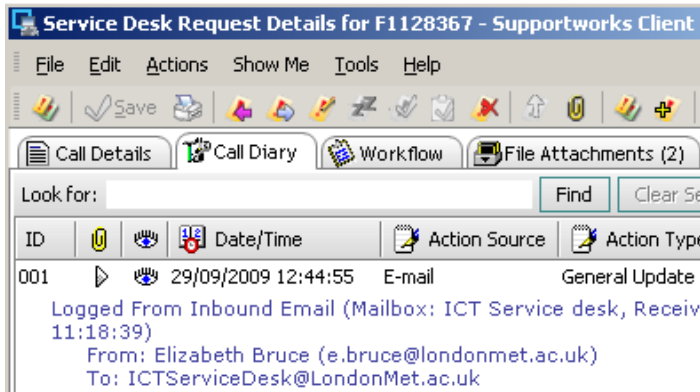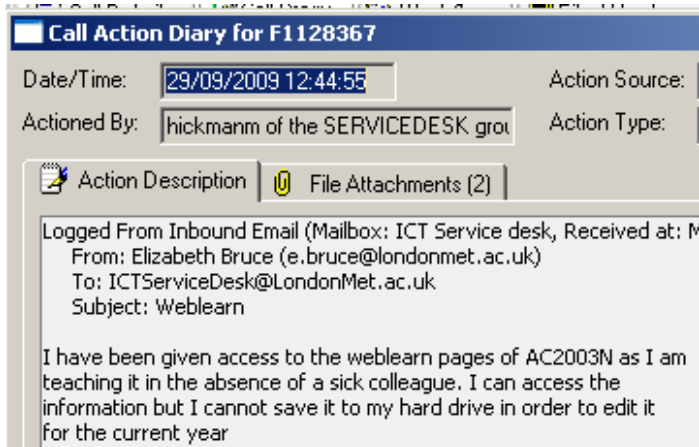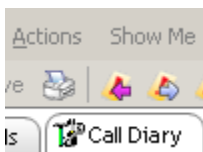4. Double click call
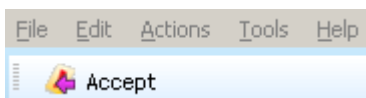
5. Select **Call Diary** tab to view call

6. Double click to view details and close window when ready to answer call.
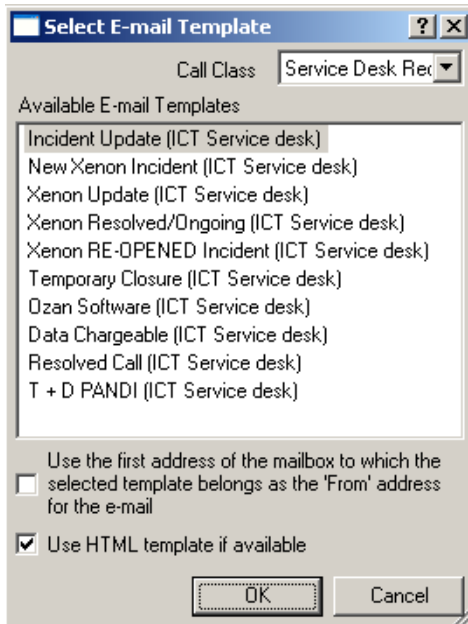
7. Select **Actions** > **Accept call**
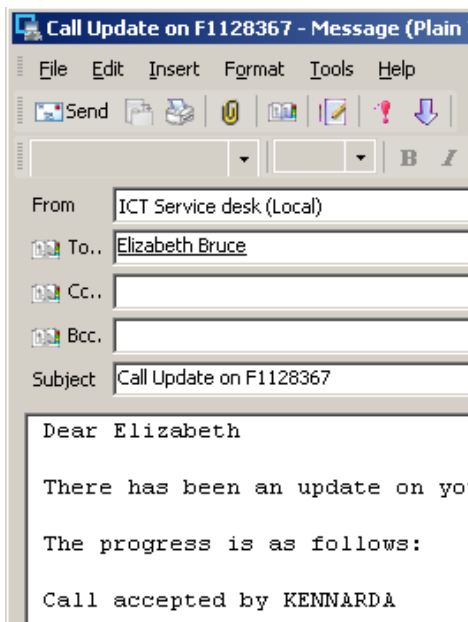
8. Click **Accept**

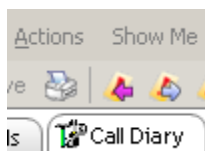Teaching and Learning Technology Centre

9. Click **OK**

10. Click **Send** to inform customer

11. Select **Actions** > **Resolve** or **Update call** where appropriate

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12. Enter the instructions or choose from the **Multiclips** (stored responses) by right click in the **Action Description** field, **Paste from Multiclip** > **My Group**
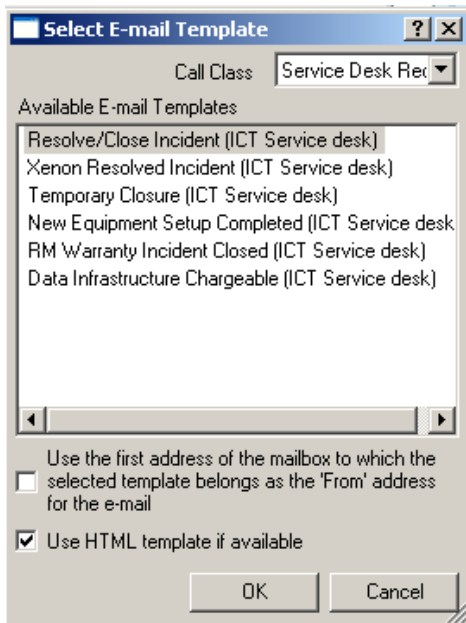   see Appendix for possible responses.

13. Modify the **Time Spent**, **Action Source**, **Resolution Profile** (**MIS/Intranet** > **Technical** > **WebLearn**) with the correct details
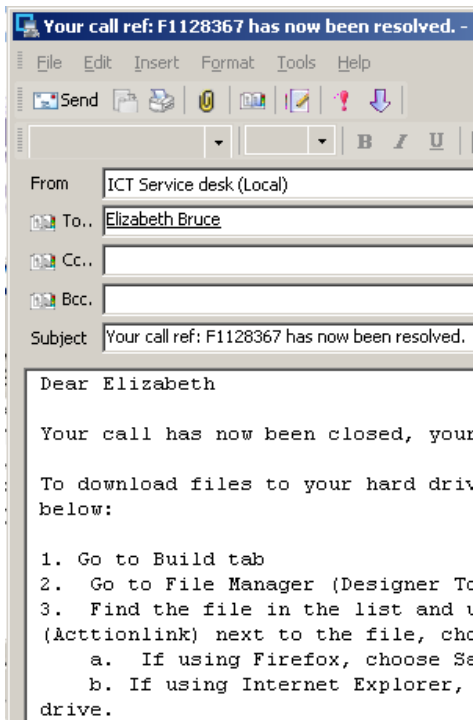
14. Select **E-mail customer**

15. Click **Resolve Call**
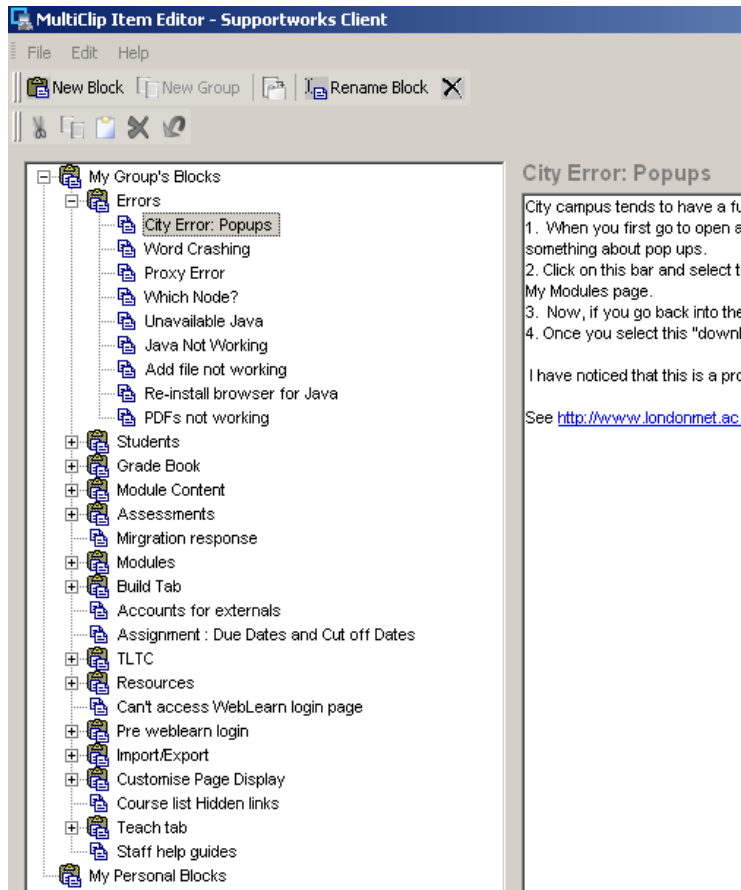
16. Click **Yes**
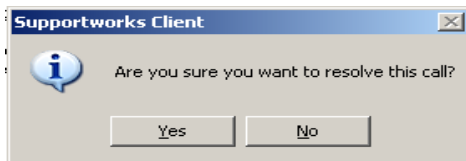
17. Click **OK**

18. Click **Send**

19. In many instances, calls logged are the same topic, to save time in creating a response look in the **Multiclips** for pre-defined responses.

20. To create a new or modify an existing **Multiclip** go to **Tools** > **Multiclip Item Editor**

21. Right button mouse clip over **My Group's Block** > **New Block**
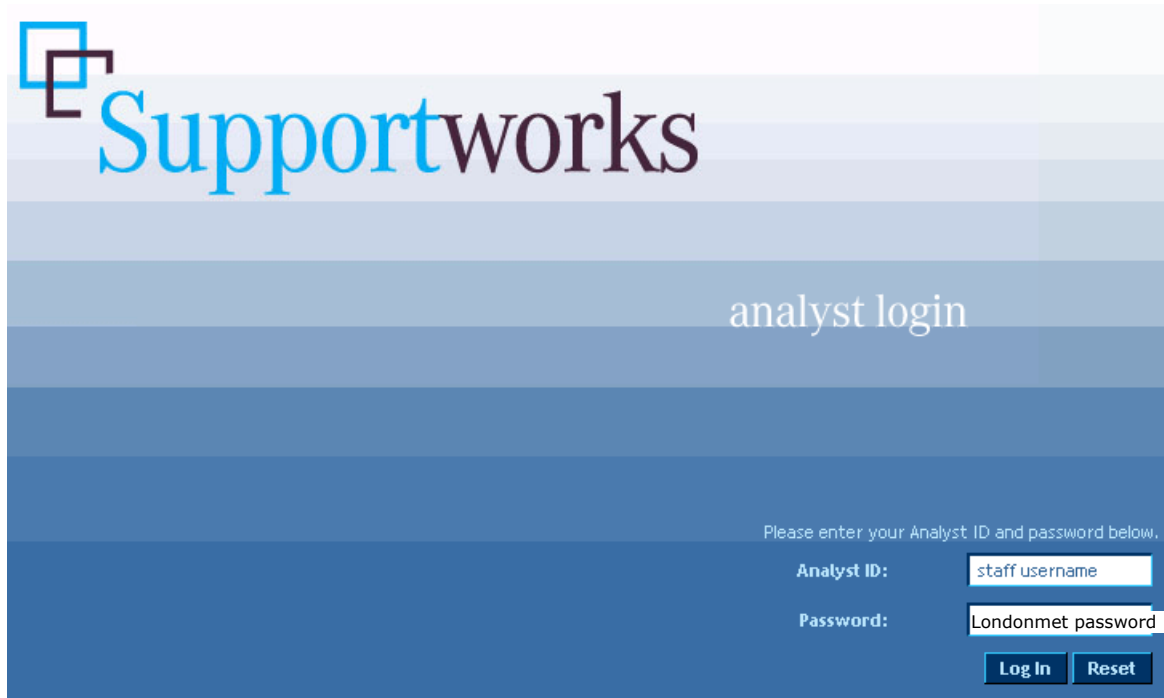
22. Enter a descriptive title for the Multiclip
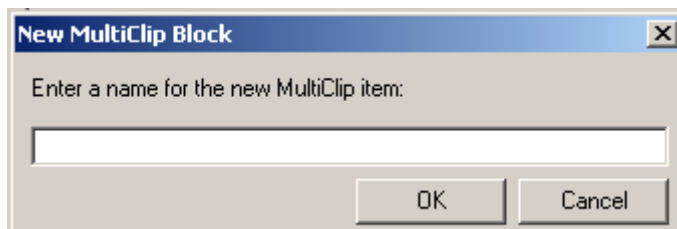
23. Select OK

24. Enter the response in the text field and select Save from the toolbar

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STEP 2: Accessing Supportworks remotely

25. To access the client from another campus, go to
https://ictservicedesk.londonmet.ac.uk/sw/webclient/

26. Select **Log in**

27. Select **My Calls**

28. Click on the **Reference** number to view call

Reference	Status	Log Date	Owner	Issue Description
F0114476	Escalated(G)	17/09/2009 14:16:26	KENNARDA	How can find out about activity of a module?
F1132007	Pending	14/10/2009 12:37:58	KENNARDA	Logged From Inbound Email (Mailbox: ICT Ser... 12:15:32)

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29. Choose one of the options shown and respond to call with instructions

Accept Call   Assign Call   Update Call   Place Call On/Off Hold   Resolve/Close Call

30. Select **Log Out** when support complete