



DITO Technical Note

How to Work with HEAT[®] Self-Service

About This Document

This document provides end-user instructions on using the HEAT Self-Service (HSS) application to create, update, and manage tickets opened with an IHS Help Desk that uses HEAT to track IT support calls.

This document is intended for use by all IHS personnel.

Revision History

VERSION	DATE	BY	DESCRIPTION
1.0	6/19/2012	OIT Help Desk	First published version.

Acknowledgements

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1. About HEAT Self-Service

HEAT Self-Service (HSS) is a web-based application that enables you to submit service requests, create incident reports, and get status updates on your tickets without requiring the installation of software or special permissions.

Any IHS employee who has a D1 Active Directory account can access HSS and perform the following tasks, without requesting assistance from Help Desk staff:

- Submit common service requests.
- Submit a new ticket and receive an auto-confirmation of an issue ticket via e-mail.
- View your tickets, check the status, and edit to add information if needed.
- View and subscribe to current hot issues.
- View the history of an issue ticket.

2. Working with HSS

2.1. Accessing the HSS Home Page

You must have a D1 Active Directory (AD) account to access HSS.

1. Log in to the IHS network using your D1 user name and password.
2. Open your browser and go to:

<http://npaheatr200:8180/HeatWebUI/hss/HSS.jsp>

The system displays the HSS home page, with three links at the top: Home, My Active Tickets, and New Ticket.

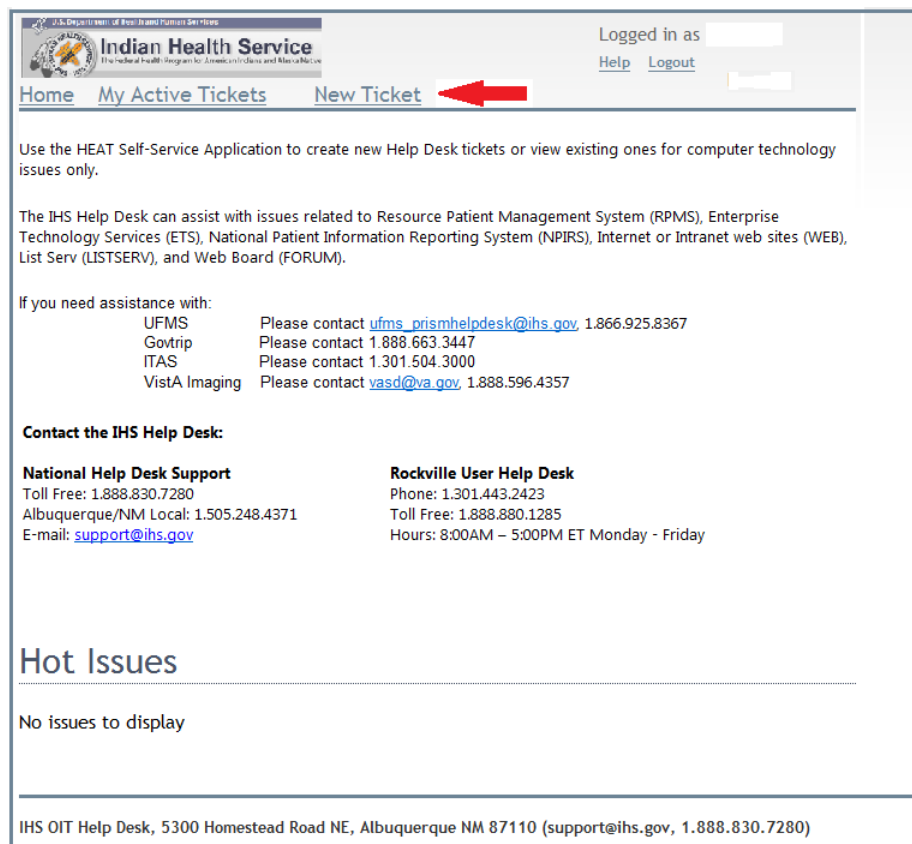


Figure 1: HEAT Self-Service home page

The home page also lists any important messages or announcements under Hot Issues at the bottom of the page.

2.2. Creating a New Ticket

1. From the HSS home page, click the **New Ticket** link to display the New Ticket page.

New Ticket / 00070756

Cancel Submit

Employee Information

First Name: Harriet
Last Name: Raines
Email ID: Harriet.Raines@ihs.gov
Phone: 505-248-5555
City:
State:

CallLog

Incident Log Created on: 5/23/12 9:29 AM

If you have an emergency or high-priority issue "DO NOT" use the Self Service -
Instead please contact the OIT Help Desk: support@ihs.gov for additional assistance.

* Describe your problem below

Solution Information

Figure 2: New Ticket page

Notice that the system has automatically filled in a ticket number as well as your name, e-mail address, and phone number.

2. Fill in the City and State fields with your information.
3. In the Call Log section, describe your problem in detail in the field for the description. The Solution Information field will be filled in by the Help Desk Analyst or Technician who works on the problem.

4. If you want to add a journal note to the ticket:
 - a. Click the **Add a new Note** link at the bottom of the New Ticket page.

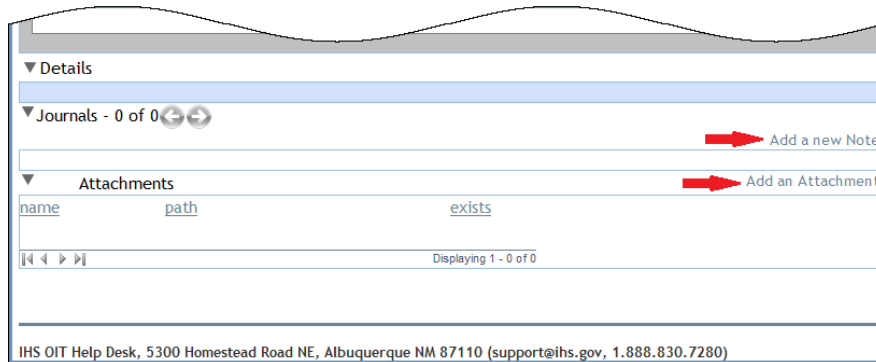


Figure 3: Link for adding a note on the New Ticket page

The system opens a **Journal Information** section.

Figure 4: Journal Information fields

- b. From the drop-down list for **Journal Type or Quick Journal**, select an appropriate option for this note.
 - c. In the **Journal Entry** field, type the information you want to include in the note.
5. If you want to add an attachment to the ticket:
 - a. Click the **Add an Attachment** link at the bottom of the New Ticket page. (See Figure 3 above.)
 - b. When the system prompts you for the file to attach, type a short description and use the **Browse** button to select the attachment file.

Figure 5: File attachment popup

- c. Click **Upload** to attach the file to the ticket.

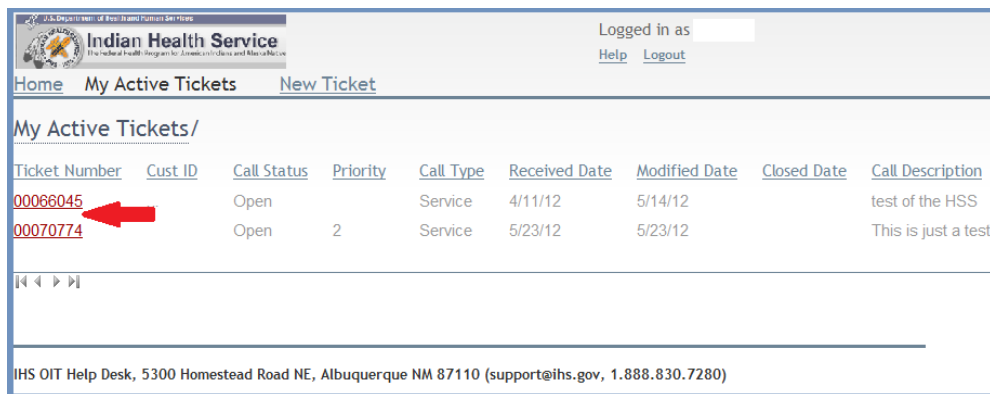
- When you have provided all the information about the problem, click the **Submit** button at the top of the New Ticket page.

The system displays a confirmation message, that the new ticket was created. It also automatically sends a confirmation e-mail message to your mailbox.

- Click **OK** to close the message and return to the New Ticket page.
- To exit, click the **Home** link to return to the home page, and click **Logout** to end your session.

2.3. View Your Active Tickets

- From the HEAT Self-Service home page, click the link for **My Active Tickets** to display the list of your open tickets.



Ticket Number	Cust ID	Call Status	Priority	Call Type	Received Date	Modified Date	Closed Date	Call Description
00066045		Open	1	Service	4/11/12	5/14/12		test of the HSS
00070774		Open	2	Service	5/23/12	5/23/12		This is just a test

IHS OIT Help Desk, 5300 Homestead Road NE, Albuquerque NM 87110 (support@ihs.gov, 1.888.830.7280)

Figure 6: My Active Tickets page

- To view the details of a ticket (e.g., any journal notes added by the Help Desk Analyst or Technician), click the ticket number.

The system displays the Ticket page (see Figure 2 and Figure 3) with all the information that has been entered into the ticket since it was created.

- At this point, you can add a new journal note or an attachment as when creating a new ticket. However, you cannot edit the original description or any existing notes.
- If you have made any additions, be sure to click **Submit** at the top of the page to save your changes.
- Then, click the **Home** link to return to the home page, and click **Logout** to end your session.