

# Novell® Open Workgroup Suite Small Business Edition Helpdesk

## Getting Started

Helpdesk provides an online resource for users to notify their administrators of concerns and gives them the reassurance that their incidents have been received by support teams.

**Login:** Specify Username and Password and click Login.

**Logout:** Click this button to securely log out of Helpdesk.

**Incidents Panel:** Click Add to submit an incident ticket. Click Lookup to check the status of a submitted ticket.

**Queue:** Specify the team or technician to receive your problem or question.

**Priority:** What priority is your question or problem?  
 High – Lost capability  
 Med – Standard  
 Low – Nice to have

**Problem Description:** Specify your problem with a detailed description.

**Attachment:** Use this feature to attach screen shots of error messages or configurations to assist your helpdesk support technicians in resolving your questions and problems.

**Open Incident:** Click Open Incident to submit your incident ticket.

**Incident Details:** Click Details to view information on your submitted incidents.