

AURORA PUBLIC SCHOOLS

Information Technology Services
Help Desk X28203



User Guide

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Logging into Heat SelfService

Step 1



Open Internet Explorer and type in the following address:

<http://heatss.district.aps/heatselfservice>

Step 2

Login

User ID

Password

At the login screen, enter your User ID, no password.

Click Login.

Step 3



Navigate The Site

- Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Click on New Issue.

Note: To check the status of a call ticket click on the CallLog number in Issue History.

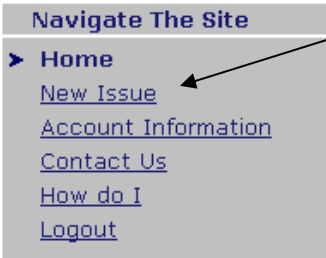
Issue History

- Below is a list of issues you have reported in the past. You may view more details about an issue by clicking on the underlined text in the first column.

CallLog	EquipmentType	EquipmentModel	Call Status
00014728			Closed
00015342			Closed

Creating a work order in Heat SelfService for computer repair

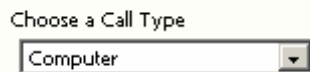
Step 1



Log into Heat SelfService.

Click on New Issue.

Step 2



Click on the Call Type and choose Computer.

Step 3

Call Description:

Computer will not boot up.

In the Call Description field, enter the problem you are having with the computer.

Step 4

Computer Details

Computer Model
Dell GX260 Tower

Operating System
Windows XP

Serial Number/Service Tag
SDR5894


User Name
Karen Smith

Equipment Location
Room 4


Submit

Enter all the information on the form.

Step 5

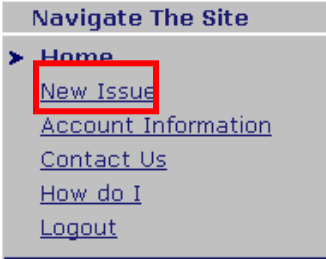
<p>New Issue</p> <p>Submit</p> 	<p>Click the Submit link.</p>
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Step 6

<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID <u>00048021</u> when referring to this issue.</p> 	<p>Note the reference ID number.</p>
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Creating a work order in Heat SelfService for printer/fax repair

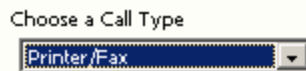
Step 1



Log into Heat SelfService.

Click on New Issue.

Step 2



Click on the Call Type and choose Printer/Fax

Step 3



In the Call Description field, enter the problem you are having with the printer or fax.

Step 4

Printer/Fax Model

Dell 1600N Multifunctional

Serial Number

User Name

Equipment Location

FOR ADDING A NEW PRINTER

Ethernet Drop Number

This is the number on the wall plate.

Example: 101C

FOR REPLACING A PRINTER

Old Printer Name

Example: 742.hline.aps

IP Address

Example 10.90.10.231

Enter all the information on the form.

Note: If this is a printer setup, you will need to fill out these fields.

Step 5

New Issue

Submit

Click the Submit link.

Step 6

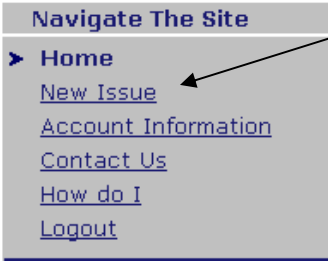
New Issue Confirmation

- ▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

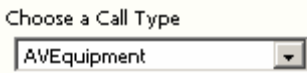
Creating a work order in Heat SelfService for audio/visual repair

Step 1



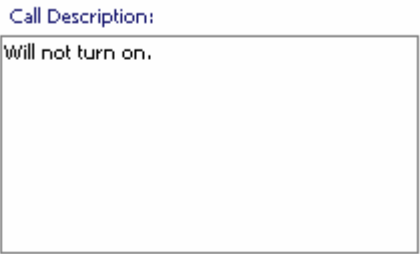
Log into Heat SelfService.
Click on New Issue.

Step 2



Click on the Call Type and choose AVEquipment.

Step 3



In the Call Description field, enter the problem you are having with the equipment.

Step 4

AV Equipment Details

Manufacturer: 3M-9000 Series

AV Type: Overhead

Model: 300X


User Name: Karen Smith

Equipment Location: Room 4

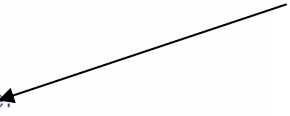

Submit

Enter all the information on the form.

Step 5

<p>New Issue</p> <p>Submit</p> 	<p>Click the Submit link.</p>
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Step 6

<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID <u>00048021</u> when referring to this issue.</p>  	<p>Note the reference ID number.</p>
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Creating a work order in Heat Self Service for an Infinite Campus request

Note: Infinite Campus requests are entered by SIS Site Managers

Step 1



Navigate The Site

- Home
- [New Issue](#)
- [Account Information](#)

Log into Heat Self Service.

Click on New Issue.

Step 2

Choose a Call Type

IC Issue

Click on the Call Type drop-down arrow and select IC Issue.

Step 3

Call Description:

IC Issue

In the Call Description field, type IC Issue.

Step 4

IC Issue

Add an address
Delete student - requires full name/Perm #
Other
Request SASID
Security issue-requires specific details
User inquiry

Detail IC Issue

IC Issue

Contact Person Contact Ext

Special Details

From the IC Issue drop-down arrow, select the issue.

Enter the Contact Person and the Contact Extension.

In the Special Request field, please provide details that will help to address the issue.

If you need an

<p>Add an address</p> <p>Street Number Direction Street Name Designation Apt. No</p> <p><input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>City State Zip</p> <p><input type="text"/> <input type="text"/> <input type="text"/></p> <hr/> <p>Directions</p> <ul style="list-style-type: none"> Delete student - requires full name and perm number User inquiry - any questions regarding users - be specific Security issue - will require specific details including position/function and School/District calendars rights Request SASID - requires full name, birthdate, gender, parent name, name of school and district student is coming from Other - requires specific details Add an address - If address is not found, enter the address in the fields. If address is outside APS you will need to enter the City, State and Zip. All fields except Apt. No. are required. 	<p>address added to IC, then provide all required information.</p> <p>Pay close attention to the directions when putting in a request. Not including information can delay your call ticket.</p>
<p>Step 5</p>	
<p>New Issue</p> <p><input type="button" value="Submit"/> ←</p>	<p>Click the Submit link.</p>
<p>Step 6</p>	
<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID <u>00048021</u> when referring to this issue.</p>	<p>Note and save the reference ID number.</p>
<p>Step 7</p>	
<p>Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.</p>	

Creating a work order in Heat SelfService to add a new employee on the network

Step 1



Navigate The Site

- ▶ Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

NETUSER Add/Change

Click on the Call Type and choose NETUSER Add/Change

Step 3

Call Description:

Netuser add.

In the Call Description field, type Netuser add.

Step 4

NETUSER Add or Name Change

Note: Only use this if the person is NEW to the DISTRICT or has changed their name. Use NETUSER Transfer if they have changed sites.

Contact Person

Jim West

Contact's Ext

29845

File Server

Arkansas

If you are adding more than one person, use the Special Details box to enter a list of names.

Type "See Special Details" in the First Name field.

First Name

Jan

Last Name

Lewis

Employee ID

9654

This is the employee's District ID number found in Oracle.

Effective Date

8/1/04

To add one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

Enter the new employees First Name, Last Name, Employee ID and Effective.

Step 5

NETUSER Add or Name Change

Note: Only use this if the person is NEW to the DISTRICT or has changed their name. Use NETUSER Transfer if they have changed sites.

Contact Person Contact's Ext

File Server

If you are adding more than one person, use the Special Details box to enter a list of names. Type "See Special Details" in the First Name field.

First Name Last Name

Employee ID This is the employee's District ID number found in Oracle.

Effective Date

Special Details

If yc

To add more than one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

In the Special Details field, enter last name, first name, employee id and effective date.

Step 6

First Name Last Name
 Name Change
Employee ID This is the employee's District ID number found in Oracle.
Effective Date
New First Name
New Last Name

For a name change:

Enter old First Name and last name.

Click on the Name Change box.

Enter their new first name or last name.

Step 8

New Issue

Click the Submit link.

Step 9

New Issue Confirmation

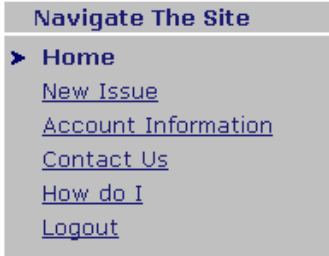
- ▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService to delete an employee on the network

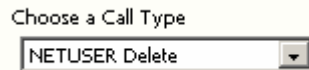
Step 1



Log into Heat SelfService.

Click on New Issue.

Step 2



Click on the Call Type and choose NETUSER Delete

Step 3



In the Call Description field, type Netuser delete.

Step 4

NETUSER Delete

Note: Only use this if the person is LEAVING the DISTRICT.

Contact Person

Liz Smith

Contact's Ext

29856

File Server

Boston

If you are deleting more than one person, use the Special Details box to enter a list of names.

Type "See Special Details" in the First Name field.

First Name

Dan

Last Name

James

Login Name

danj

Employee ID

5656

End Date

8/15/04

To delete one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

Enter the employees' First Name, Last Name, Employee ID and End Date.

Step 5

NETUSER Delete

Note: Only use this if the person is LEAVING the DISTRICT.

Contact Person

Liz Smith

Contact's E

29856

File Server

Boston

If you are deleting more than one person, use the Special Details box to enter a list of names

Type "See Special Details" in the First Name field.

First Name

Last Name

Login Name

Employee ID

End Date

Special Details

Smith, Susan, susans, 3434, 8/1/04
Jones, Bill, billj, 2121, 8/15/04

If you are ente

Last ↑

For

To delete more than one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

In the Special Details field, enter Last Name, First Name, Employee ID and End Date.

Step 6

New Issue

Submit

Click the Submit link.

Step 7

New Issue Confirmation

- ▶ Customer service has received your issue.
Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService to transfer an employee on the network

Step 1



Navigate The Site

- ▶ [Home](#)
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

Click on the Call Type and choose NETUSER Transfer.

Step 3

Call Description:

In the Call Description field, type Netuser Transfer.

Step 4

Note: Only use this if the person is TRANSFERRING from another site to your site.

Contact Person Contact's Extension

New Site

If you are transferring more than one person, use the Special Details box to enter a list of name Type "See Special Details" in the First Name field.

First Name Last Name

Old Site Login Name

Effective Date Employee ID (This is the employe

To transfer one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

Enter the employees' First Name, Last Name, Old Site, Login Name, Effective Date and Employee ID.

Step 5

Contact Person	Contact's E
<input type="text" value="Jim Wood"/>	<input type="text" value="25453"/>
New Site	
<input type="text" value="Century"/>	
If you are transferring more than one person, use the Special Details box to enter a list: Type "See Special Details" in the First Name field.	
First Name	Last Name
<input type="text"/>	<input type="text"/>
Old Site	Login Name
<input type="text"/>	<input type="text"/>
Effective Date	Employee ID
<input type="text"/>	<input type="text"/> (This is the
Special Details	
<input type="text" value="Smith, Susan, Altura, susans, 8/1/04, 5555
Jones, Jim, Elkhart, jimj, 8/15/04, 4545"/>	If you are enter

To transfer more than one employee:

Enter the Contact Person and Extension.

From the File Server drop-down, choose your site.

In the Special Details field, enter First Name, Last Name, Old Site, Login Name, Effective Date and Employee ID.

Step 6

New Issue

Click the Submit link.

Step 7

New Issue Confirmation

- ▶ Customer service has received your issue.
Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService for server backup errors

Step 1



Navigate The Site

- ▶ Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

Server Backup Error

Click on the Call Type drop down and choose Server Backup Error.

Step 3

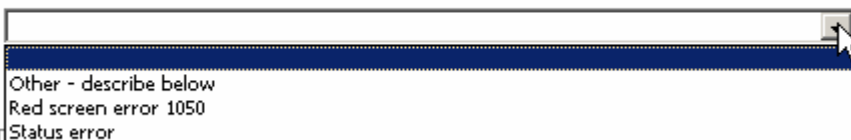
Call Description:

Server error, see below.

Enter "Server error, see below" in the Call Description field.

Step 4

Server Backup Error



Click on the drop down and choose the error type.

Step 5

<p>Server Backup Note</p> <p>Enter any info regarding the server in this field.</p> <div style="border: 1px solid black; height: 100px; width: 400px;"></div> <p>Submit</p>	<p>Enter any other information in the Server Backup Note Field.</p> <p>Click Submit</p>
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Step 6

<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID <u>00048021</u> when referring to this issue.</p>	<p>Note the reference ID number.</p>
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Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService for Phone/Voice mailbox requests

Step 1



Navigate The Site

- ▶ Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

Phone/Voice Mailbox Reque

Click on the Call Type and choose Phone/Voice Mailbox Requests.

Step 3

Call Description:

New Voice Mailbox request.

In the Call Description field enter information regarding your work order.

Step 4

Phone/Voice Mailbox Requests

Phone/Voice Mailbox Issue - Note: You may choose more than one issue

Phone/Voice Mailbox Issue

Phone/Voice Mailbox Issue

Phone/Voice Mailbox Issue

Phone/Voice Mailbox Issue

Click on Phone/Voice Mailbox Issue and choose the request from the dropdown list.

Note: You may choose more than one issue from the dropdowns.

Step 5

Employee Name (Please include middle initial) - Note: If you are listing more than one employee enter the information in the Special Request field

Site

Location or Room Phone Extension

Contact Person Contact Extension

Special Request

EmployeeType

JobTitle

If employee is Admin, Para, or Other enter

For example, Principal

Employee ID - this is a required field

Display Name

To enter information on one employee:

Enter the employee information in these fields.

Note: If entering more than one employee, skip to Step 7.

If you are using the Special Request field for a list of people, you MUST use the following format:

For NEW adds: Last name, First name, Middle Initial, Job title, Employee ID, Display name
For example: Smith, Susan, K, Para, 123, Sue Smith

For DELETES: Last name, First name, Middle Initial, Location, Extension
For example: Smith, Susan, K, Rm 10, ext 23456

Do NOT use the employee's social security number.

Step 6

EmployeeType

JobTitle

If employee is Admin, Para, or Other enter job title.

For example, Principal

Employee ID - this is a required field

Display Name

If this is a new employee, enter **all** the information in these fields.

Note: You must include job title for everything except Teacher. Employee ID is required. If you do not put an employee ID in the field the call will be rejected.

Step 7

Password reset

Phone/Voice Mailbox Issue

Display change

Employee Name - Note: If you are listing more than one employee enter the information in the Special Request field

See names in the Special Request field

Site

Boston

Location or Room Phone Extension

Contact Person Contact Extension

Jo King 24125

Special Request

Smith, Susan, Para, 123, Sue Smith
Jones, Mike, Teacher, 456, Mike Jones

To enter more than one person:

Choose the Phone/Mailbox Issue from the drop-down lists.

In the Employee Name field, enter "See names in the Special Request field".

Choose your site from the drop-down list.

Enter the contact person and extension.

In the Special Request field, enter the employees name including middle initial, location or room, extension if applicable, employee type, job title, employee ID and display name.

Step 8

New Issue

Submit

Click the Submit link.

Step 9

New Issue Confirmation

- ▶ Customer service has received your issue. Please use reference ID **00048021** when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService to add a Maximo user

Step 1



Navigate The Site

- ▶ Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

MAXIMO User Add

Click on Call Type and choose MAXIMO User Add.

Step 3

Call Description:

Maximo user add

In the Call Description enter Maximo user add.

Step 4

Maximo User - Add

Employee Name - include middle initial if applicable

Mary K Sleep

Site

Business Center

Phone Ext.

28203

Employee ID#

55555

Employee e-mail address

mksleep@aps.k12.co.us

Maximo Responsibility

Both Responsibilities
Facility/Copier Service
Print Services

Enter the Employee name. **Note: Must include a middle initial if applicable.**

Enter the Site from the drop down list.

Enter the new users phone extension, employee ID and e-mail address.

Choose the Maximo responsibilities needed from the drop down list.

Step 5	
<p>New Issue</p> <p>Submit</p>	<p>Click the Submit link.</p>
Step 6	
<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.</p>	<p>Note the reference ID number.</p>

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

Creating a work order in Heat SelfService to add a KeyTrail user

Step 1



Navigate The Site

- ▶ [Home](#)
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type

- Intellikey User Add
- AVEquipment
 - Computer
 - HSS User Add
 - IC Issue
 - Intellikey User Add
 - KeyTrail User Add**
 - MAXIMO User Add
 - NETUSER Add/Change
 - NETUSER Delete
 - NETUSER Transfer
 - Network Request
 - Phone/Voice Mailbox Requests
 - Printer/Fax
 - Server Backup Error

Click on Call Type and choose Keytrail User Add.

Step 3

Call Description:

KeyTrail User Add

In the Call Description enter KeyTrail User Add.

Step 4

Employee Name - include middle initial if applicable

Monique Banks

Site

Business Center

Phone Extension

28203

Employee ID#

5555

Employee e-mail address

name@aps.k12.co.us

Enter the Employee name.
Note: Must include a middle initial if applicable.

Enter the Site from the drop down list.

Enter the new users phone extension, employee ID and e-mail address.

Step 5

New Issue

Submit

Click the Submit link.

Step 6

New Issue Confirmation

- ▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

If you have any questions, call the HelpDesk at X28203.

Creating a work order in Heat SelfService to add an Intellikey user

Step 1



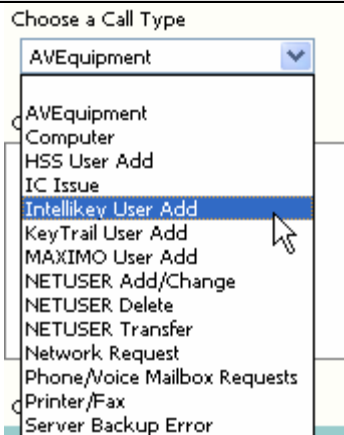
Navigate The Site

- ▶ [Home](#)
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
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Log into Heat SelfService.

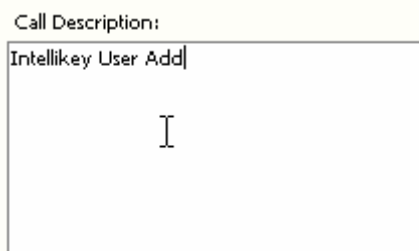
Click on New Issue.

Step 2



Click on Call Type and choose Intellikey User Add.

Step 3



In the Call Description enter Intellikey User Add.

Step 4

Employee Name - include middle initial if applicable

Monique Banks

Site

Business Center

Phone Extension

28203

Employee ID#

5555

Employee e-mail address

name@aps.k12.co.us

Enter the Employee name.

Note: Must include a middle initial if applicable.

Enter the Site from the drop down list.

Enter the new users phone extension, employee ID and e-mail address.

Step 5

New Issue

Submit

Click the Submit link.

Step 6

New Issue Confirmation

- ▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.

Note the reference ID number.

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

If you have any questions, call the HelpDesk at X28203.

Creating a work order in Heat SelfService to add a HSS user

Step 1



Navigate The Site

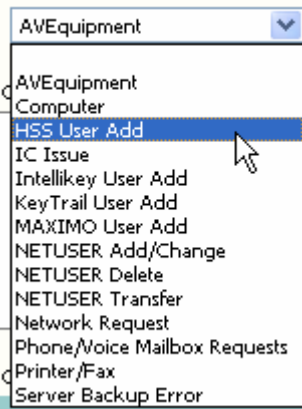
- ▶ Home
- [New Issue](#)
- [Account Information](#)
- [Contact Us](#)
- [How do I](#)
- [Logout](#)

Log into Heat SelfService.

Click on New Issue.

Step 2

Choose a Call Type



Click on Call Type and choose HSS User Add.

Step 3

Call Description:

Heat Self Service user add

In the Call Description enter Heat Self Service user add.

Step 4	
<p>Employee Name <input type="text" value="Monique Banks"/></p> <p>Site <input type="text" value="Business Center"/></p> <p>Phone Extension <input type="text" value="28203"/></p> <p>Employee ID <input type="text" value="5555"/></p> <p>Employee e-mail address <input type="text" value="name@asp.k12.co.us"/></p> <p>Reason for needing this responsibility: <input type="text" value="Tech Facilitator"/></p>	<p>Enter the Employee name. Note: Must include a middle initial if applicable.</p> <p>Enter the Site from the drop down list.</p> <p>Enter the new user phone extension, employee ID and e-mail address.</p> <p>Enter the Reason the user needs this responsibility.</p>

Step 5	
<p>New Issue</p> <p>Submit</p>	<p>Click the Submit link.</p>

Step 6	
<p>New Issue Confirmation</p> <p>▶ Customer service has received your issue. Please use reference ID 00048021 when referring to this issue.</p>	<p>Note the reference ID number.</p>

Note: You will receive e-mail confirming your call ticket, telling you what technician is assigned to your call ticket, and when the call ticket is closed.

If you have any questions, call the HelpDesk at X28203.