

# **CSA Helpdesk User Guide**

# CSA Helpdesk User Guide

## 1 Creating Tickets

- 1.1 Creating a New Ticket via Email 4
- 1.2 Creating a New Ticket via the Website 7

## 2 Account Management

- 2.1 Logging in to your Helpdesk Account 15
- 2.2 Resetting a Lost Password 18
- 2.3 Changing Your Password 23

## 3 Viewing and Replying to Tickets

- 3.1 Viewing Your Existing Tickets 28
- 3.2 Replying to a Ticket via Email 30
- 3.3 Replying to a Ticket via the Website 33
- 3.4 Closing a Ticket 35

# Creating Tickets

## Creating a New Ticket via Email

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Campbell Scientific has set up two email addresses specifically for helpdesk enquiries:

[info@campbellsci.com.au](mailto:info@campbellsci.com.au)

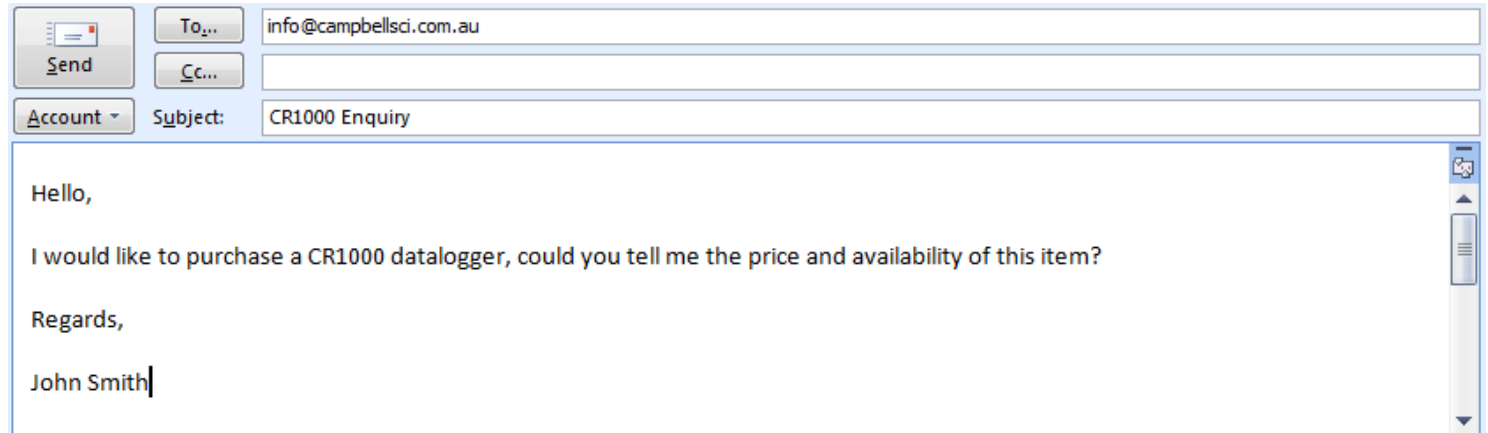
Send an email to this address to create a new **sales** ticket.

[helpdesk@campbellsci.com.au](mailto:helpdesk@campbellsci.com.au)

Send an email to this address to create a new **support** ticket.

Sending an email to the correct address will ensure that your enquiry is quickly forwarded to the appropriate staff member for sales or for support.

### Email Format



The screenshot shows an email composition window. The 'To:' field contains 'info@campbellsci.com.au'. The 'Subject:' field contains 'CR1000 Enquiry'. The body of the email contains the following text:

Hello,

I would like to purchase a CR1000 datalogger, could you tell me the price and availability of this item?

Regards,

John Smith

There is no special format required to create a new ticket via our email system.

Enter a subject which you would like to refer to this ticket by, then enter your enquiry into the body of the email.

## New User Welcome Message

Subject: Helpdesk Account Created

Please do not reply to this email. This email has been sent by a machine, replies will not be read.

Hello John Smith,

You have just sent a message to the helpdesk we use to manage our emails. We have created an account for you in our helpdesk to manage your question.

Your details are:

Username :: JohnSmith

Password :: wecrofro

Email :: [johnsmith@example.org](mailto:johnsmith@example.org)

You can log into the helpdesk:

<http://helpdesk.campbellsci.com.au/>

If you have not contacted us through our ticketing system before, a new user account will automatically be created for you and a welcome message will be sent back to your email address.

1. The welcome message will contain your account details; your username, your password and the email address we have on file for you.
2. You can use the link in the email to visit the front page of our help desk where you can enter your user name and password to view your active tickets.

## New Ticket Reply

Subject: RE: CR1000 Enquiry - [3433-WSDX-5565] [f95fc7ff]

===== Please reply ABOVE =====

Hello John Smith,

Thank you for submitting your question. One of our staff will respond to you shortly.

Below is a link to your question:

<http://helpdesk.campbellsci.com.au/view.php?ticketref=3433-WSDX-5565&pass=jwajyT9J>



<=== 3433-WSDX-5565 --- f95fc7ff ===>

Whether you are a new user or an existing user, you will always receive a reply to the email you had just sent to our helpdesk.

1. The reply will contain a link to your ticket on our website. Click on the link to be automatically logged in to the website and taken to your ticket.

## Creating a New Ticket via the Website

---

Browse to <http://helpdesk.campbellsci.com.au>.

### Browse to the Helpdesk Front Page



1. Click the *Ask a Question* link.

## Fill Out the Question Form



### Ask a Question

**1** →

**User Details**

Your name

Your email address  [Already have an account?](#)

**2** →

**Question Properties**

Subject

Category

**Your Question**

Hello,  
I would like to purchase a CR1000 datalogger, could you tell me the price and availability of this item?  
Regards,  
John Smith

**You May Upload an Attachment**

No file chosen  **3**

The maximum file size that can be uploaded: 10 MB

**4** →

**5** →

**When You Are Finished**

1. Enter your full name in the *Your name* field.  
Enter your email address in the *Your email address* field.

\*NB\* If you already have a username and password for our ticketing system, click the [Already have an account?](#) link and enter your username and password to have this ticket associated with your account.

If you enter an email address on this page which is already registered against an account in the ticketing system, you will need to provide the password for that account after submitting the ticket.

2. Enter a subject for your ticket, and select an appropriate category. Choosing a category ensures that the ticket will be sent to the appropriate business section immediately and reduce delays in responding to the ticket.

3. Enter your enquiry into the *Your Question* box.

4. If you would like to attach a file to your enquiry, click the Choose File button, then browse to the file on your local computer and click OK.

5. Finally, click the Submit Question button to send the enquiry to our staff.

## Existing User Password Entry



### Login or Recover your Account



You have submitted a question to our helpdesk before. To finish creating your ticket so our staff can respond, please log in.

#### If you have an account

Email or Username **johnsmith@example.org**

Password



Remember me until I log out manually

Login

#### If you have lost your password

Email or Username **johnsmith@example.org**

Send Login Details



If you have entered an email address which is already registered against an account on our helpdesk, you will need to enter the password for that account in order to submit the ticket.

1. If you know the password for this account, enter it in the *Password* field and then press the *Login* button.

2. If you have forgotten the password to your account, click the *Send Login Details* button to send password recovery instructions to your email address.

## New User Registration



### Register for an Account



This is the first time you have submitted a question to our helpdesk. Before your question is submitted and can be handled by our staff, you need to complete this short form to create a personal account.

#### Account Details

Your name	<input type="text" value="John Smith"/>	← 1
Choose a username	<input type="text" value="JohnSmith"/>	
Your email address	<input type="text" value="johnsmith@example.org"/>	

#### Account Password

Choose a Password	<input type="password" value="....."/>	← 2
Repeat Password	<input type="password" value="....."/>	

#### When You Are Finished

If you do not already have a helpdesk account, after submitting the ticket, you will be asked to create an account.

1. Enter your full name in the *Your name* field.

Enter a username in the *Choose a username* field. This username is up to you but must not be

taken by another helpdesk account holder, your full name removing any spaces is a good choice.

2. Enter a password to be associated with your account. This password is up to you, you will need to enter the password twice to ensure that there were not any typing mistakes.

3. Press the Register button.

## Your Ticket Page



## CR1000 Enquiry

### Question Properties

Question Property	Question Value
Subject	CR1000 Enquiry
Category	Sales
Email	johnsmith@example.org

### This Question's Message(s)

**1** Message by **you** on Wed, 20th Jul 2011 2:48 pm

Hello,

I would like to purchase a CR1000 datalogger, could you tell me the price and availability of this item?

Regards,

John Smith

Once you have registered, or entered the password for your existing account, you will be taken to the ticket page for the enquiry you have just submitted.

## New User Welcome Message



If you have created a new account while creating the ticket above a welcome message will be sent to your email address.

1. The welcome message will contain your account details; your username, your password and the email address we have on file for you.
2. You can use the link in the email to visit the front page of our help desk where you can enter your user name and password to view your active tickets.

## New Ticket Email

Subject: RE: CR1000 Enquiry - [3433-WSDX-5565] [f95fc7ff]

===== Please reply ABOVE =====

Hello John Smith,

Thank you for submitting your question. One of our staff will respond to you shortly.

Below is a link to your question:

<http://helpdesk.campbellsci.com.au/view.php?ticketref=3433-WSDX-5565&pass=jwajyT9J>

<=== 3433-WSDX-5565 --- f95fc7ff ===>



Whether you are a new user or an existing user, you will always receive an email to confirm that a new ticket has been lodged on our ticketing system.

1. The email will contain a link to your ticket on our website. Click on the link to be automatically logged in to the website and taken to your ticket.

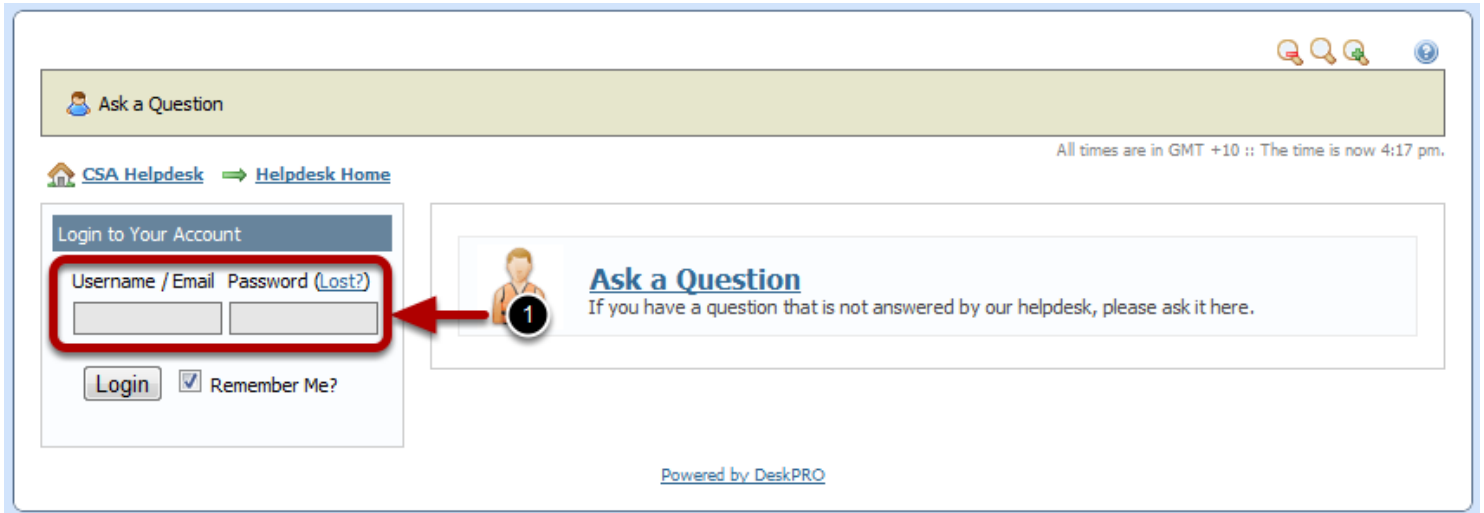
# **Account Management**

## Logging in to your Helpdesk Account

---

Browse to <http://helpdesk.campbellsci.com.au>.

### The Front Page



The screenshot shows the front page of the CSA Helpdesk. At the top, there is a navigation bar with "Ask a Question" and a search icon. Below this, the page title "CSA Helpdesk" and a link to "Helpdesk Home" are visible. The main content area is divided into two sections. On the left, there is a "Login to Your Account" form with fields for "Username / Email" and "Password (Lost?)", a "Login" button, and a "Remember Me?" checkbox. A red box highlights the input fields, and a red arrow points to them from a "1" in a circle. On the right, there is an "Ask a Question" section with a person icon and the text "If you have a question that is not answered by our helpdesk, please ask it here." At the bottom, it says "Powered by DeskPRO".

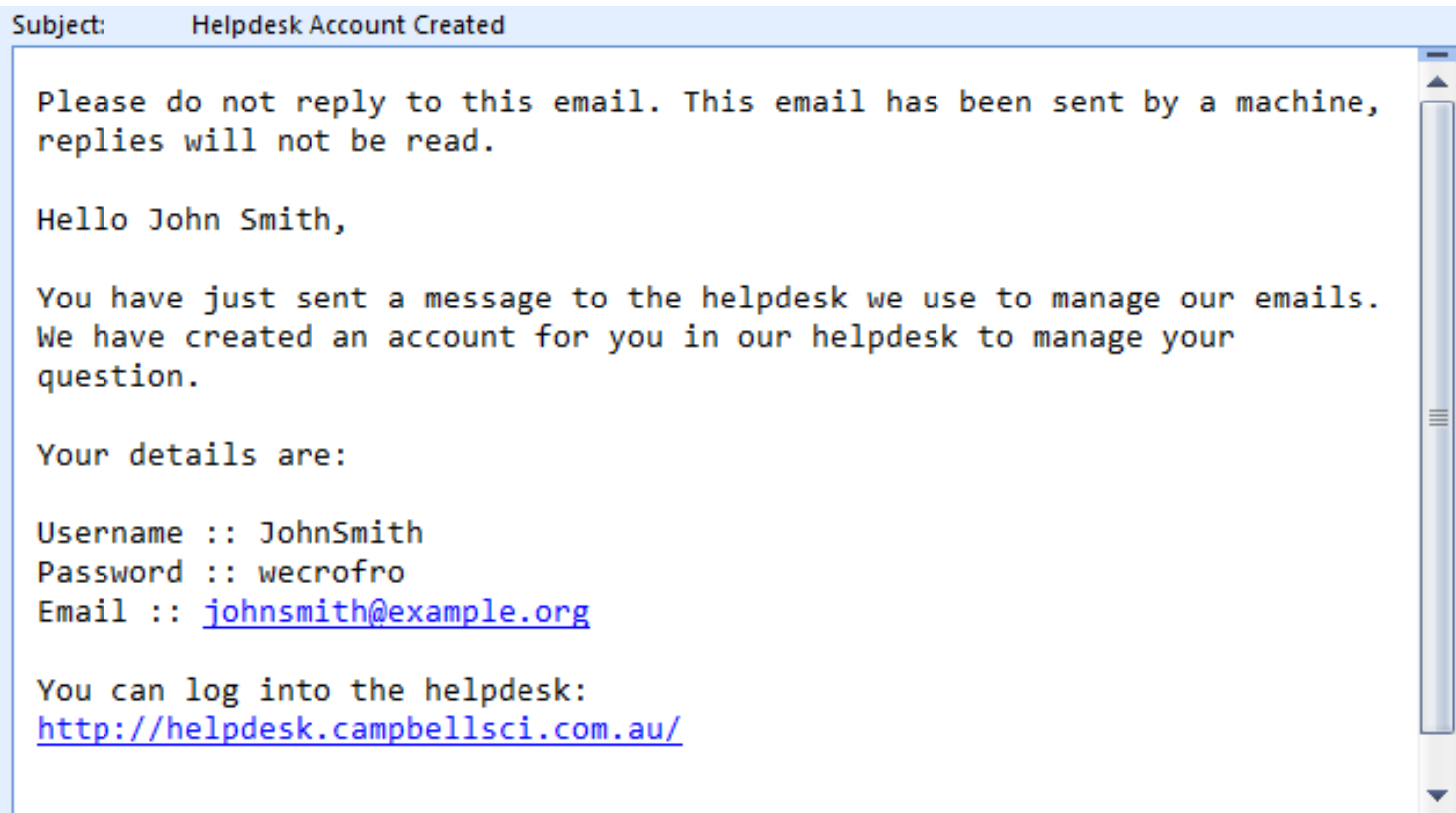
1. Enter your username and password into the Login to Your Account fields at the left hand side of the page

## The Front Page (Already Logged In)

The screenshot shows the CSA Helpdesk interface for a user who is already logged in. At the top, there is a navigation bar with three items: "Ask a Question" (with a person icon), "Your Questions" (with a hand icon), and "Your Account" (with a person icon). To the right of this bar are three search icons and a refresh icon. Below the navigation bar, the text "All times are in GMT +10 :: The time is now 4:43 pm." is displayed. On the left side, there is a "Logged In" section with a blue header and the text: "Welcome back **John Smith**. If you are not John Smith, please [logout](#)." Below this, there are three main content boxes. The first box is titled "Your Questions" with a hand icon pointing up and the text: "View the 1 questions you have previously asked." The second box is titled "Ask a Question" with a person icon and the text: "If you have a question that is not answered by our helpdesk, please ask it here." The third box is titled "Your Account" with a person icon and the text: "Your account section allows you to modify your profile, update your knowledgebase notifications and change your password." At the bottom center, there is a link that says "Powered by DeskPRO".

If you are already logged in to the helpdesk you will see the page above, and the *Login to Your Account* fields will be hidden.

## Where to Find Your Username and Password



Your username and password will have been sent to you via email when you first contacted CSA through the helpdesk. The structure of the email will have appeared as above.

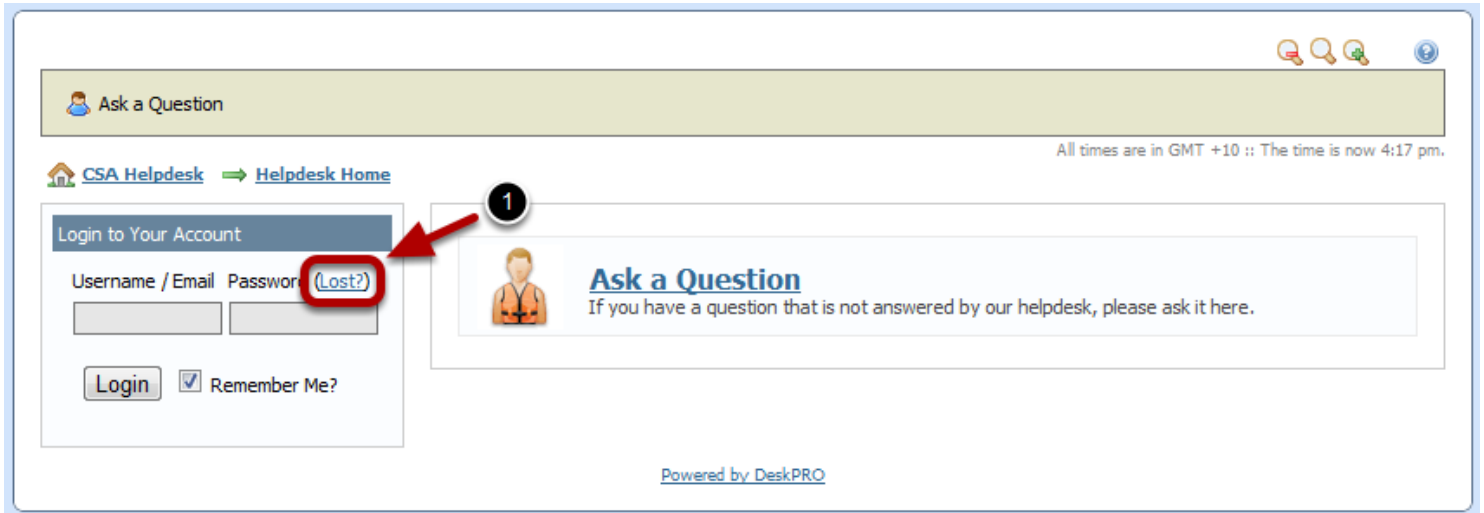
If you cannot find the email above, read the [Resetting a Lost Password](#) lesson to find out how to create a new password for your account.

## Resetting a Lost Password

---

Browse to <http://helpdesk.campbellsci.com.au>.

### The Front Page



1. Click the (Lost?) link next to the *Password* field.



## Login or Recover your Account

If you have an account

Email or Username

Password

Remember me until I log out manually

Login

1

If you have lost your password

Email or Username

2

If you need to register an account

This will take you to the *Login or Recover your Account* page.

1. Enter your email address under the *If you have lost your password* heading.
2. Then press the *Send Login Details* button.

A reset password email will be sent to your email address.

## Reset Password Email

Subject: Resetting Your Password

Please do not reply to this email. This email has been sent by a machine, replies will not be read.

Hello John Smith,

Someone (hopefully you) has requested to reset your password at the CSA Helpdesk helpdesk. If you did not request this reset, please ignore this message.

To reset your password, please visit the following page:

<http://helpdesk.campbellsci.com.au/reset.php?username=JohnSmith&key=3KrAF1CE>



If asked, your password reset key is : 3KrAF1CE

When you visit the above page (which you must do within 24 hours), you will be prompted to enter a new password. After you have submitted the form, you can log in normally using the new password you set.

The email shown above should be immediately sent to the email address you had specified in the step above.

1. Click the link in the email to be taken to the password reset page on our website.



## Reset Password

The screenshot shows a web form for resetting a password. It is divided into three main sections, each with a blue header bar. The first section, 'Your username', contains a text input field with 'JohnSmith' entered. The second section, 'Password reset key', contains a text input field with '3KrAF1CE' entered. The third section, 'Please select a new password', contains two text input fields for entering and repeating the new password. Below these sections is a 'When You Are Finished' section with a 'Reset Password' button. Three red arrows with numbered circles (1, 2, and 3) point to the first input field, the second input field, and the button respectively.

1. Your username and password reset key should be automatically filled in.
2. Now select your new password, you will need to enter it twice to ensure there are no spelling mistakes.
3. Once you have entered your new password, press the Reset Password button.



## Login or Recover your Account



Your password has been reset. You should now login.

1

If you have an account

Email or Username

JohnSmith

Password

Remember me until I log out manually

Login

2

If you have lost your password

Email or Username

JohnSmith

Send Login Details

If you need to register an account

Create Account

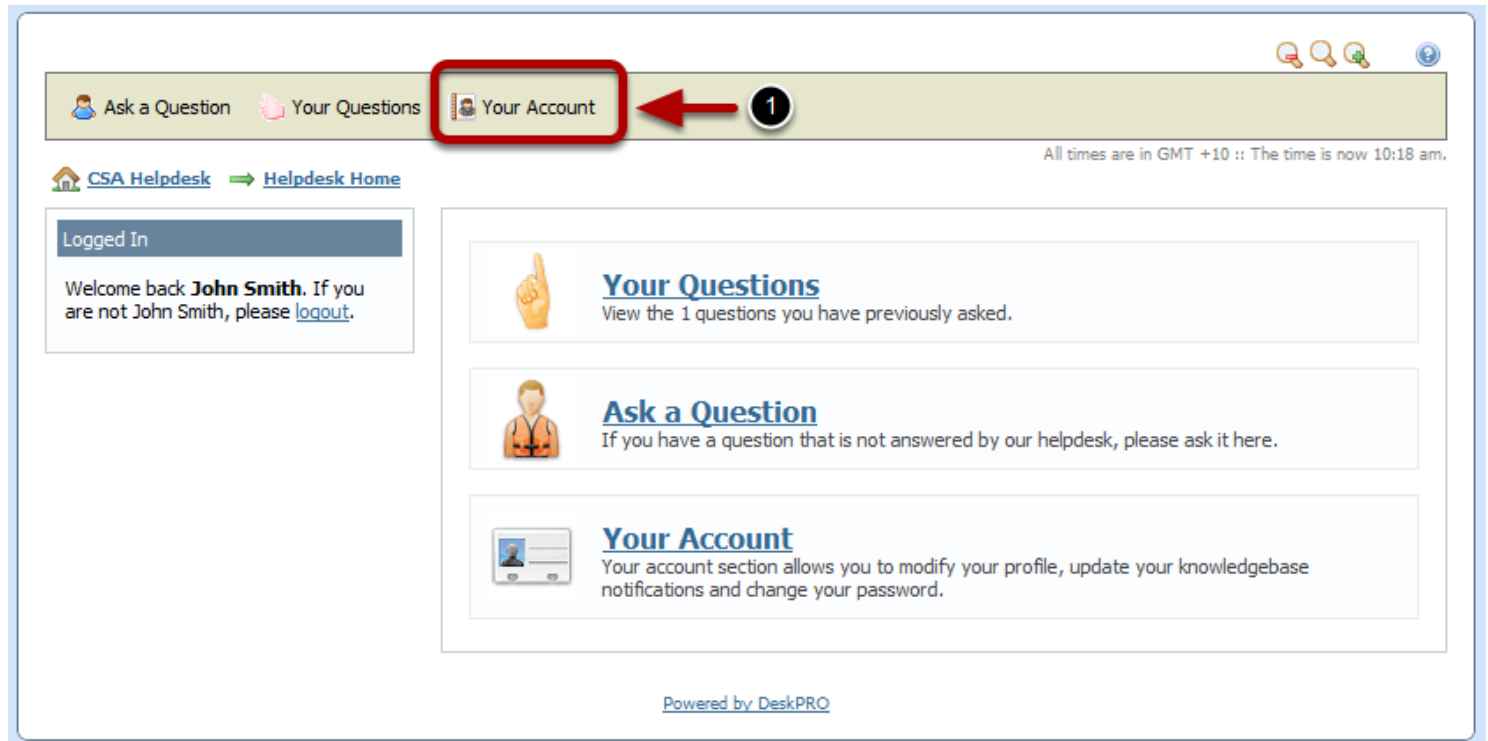
Once you have reset your password, you will be taken back to the Login page.

1. Enter your username and password here
2. Then press the *Login* button.

## Changing Your Password

Browse to <http://helpdesk.campbellsci.com.au> and [Log In to Your Account](#) .

### The Front Page



The screenshot displays the CSA Helpdesk front page. At the top, a main toolbar contains three buttons: 'Ask a Question', 'Your Questions', and 'Your Account'. The 'Your Account' button is highlighted with a red rectangle, and a red arrow points to it from a circular badge containing the number '1'. Below the toolbar, the page is divided into several sections. On the left, a 'Logged In' box welcomes 'John Smith' and provides a 'logout' link. The main content area features three prominent cards: 'Your Questions' (with a hand icon), 'Ask a Question' (with a person icon), and 'Your Account' (with a profile card icon). The 'Your Account' card explains that this section allows users to modify their profile, update knowledgebase notifications, and change their password. At the bottom of the page, it states 'Powered by DeskPRO'. The top right corner shows the time as 10:18 am on GMT +10.

1. Click the *Your Account* button in the main toolbar.

## Your Account Settings

The screenshot displays the 'Your Profile' page. At the top, there are navigation links: 'Ask a Question', 'Your Questions', and 'Your Account'. Below this, the breadcrumb trail reads 'CSA Helpdesk > Helpdesk Home > Your Account'. The page title is 'Your Profile'. On the left, the 'Profile Sections' sidebar contains links for 'Your Profile', 'Update Password', 'Update Email', 'Email Subscriptions', and 'Your Notebook'. The 'Update Password' link is highlighted with a red circle and a red arrow, and a '1' in a black circle is placed next to it. The main content area is divided into sections: 'Account Details' (showing 'Your Username: JohnSmith' and 'Your name: John Smith'), 'Control Your Timezone' (with dropdowns for 'Timezone' and 'DST Adjusting'), and 'When You Are Finished' (with 'Update Profile' and 'Reset Form' buttons). The footer indicates 'Powered by DeskPRO'.

1. From the *Your Profile* page, click the Update Password link in the *Profile Sections* area at the top left of the page.



# Update Password

Please enter your current password

Please enter your new password

Please repeat your new password

When You Are Finished

A screenshot of the 'Update Password' page. It features three main sections: 'Please enter your current password', 'Please enter your new password', and 'Please repeat your new password'. The first section has a single password input field. The second and third sections each have two password input fields. Below these is a section titled 'When You Are Finished' containing an 'Update Password' button. Three red arrows with numbered circles (1, 2, and 3) point to the first password field, the two new password fields, and the 'Update Password' button, respectively.

1. Enter your current password in this field. If you do not know your current password, please follow [these instructions](#) to reset your password.

2. Enter your new password in these fields. You will need to enter the password twice to avoid typing mistakes.

3. Press the Update Password button.

## Password Change Completed

The screenshot shows the 'Your Profile' page in the CSA Helpdesk system. At the top, there is a navigation bar with 'Ask a Question', 'Your Questions', and 'Your Account' tabs. Below this, there are links for 'CSA Helpdesk', 'Helpdesk Home', and 'Your Account'. The page is titled 'Your Profile' and features a sidebar with 'Profile Sections' including 'Your Profile', 'Update Password', 'Update Email', 'Email Subscriptions', and 'Your Notebook'. A 'Logged In' section welcomes 'John Smith' and provides a 'logout' link. The main content area is divided into sections: 'Account Details' showing 'Your Username' as 'JohnSmith' and 'Your name' as 'John Smith'; 'Control Your Timezone' with a dropdown for '(GMT +10:00) Eastern Australia, Guam, Vladivostok' and 'DST Adjusting' set to 'I am not observing DST'; and 'When You Are Finished' with 'Update Profile' and 'Reset Form' buttons. The page is powered by DeskPRO.

Your password has now been changed, you will be directed back to the *Your Profile* page.

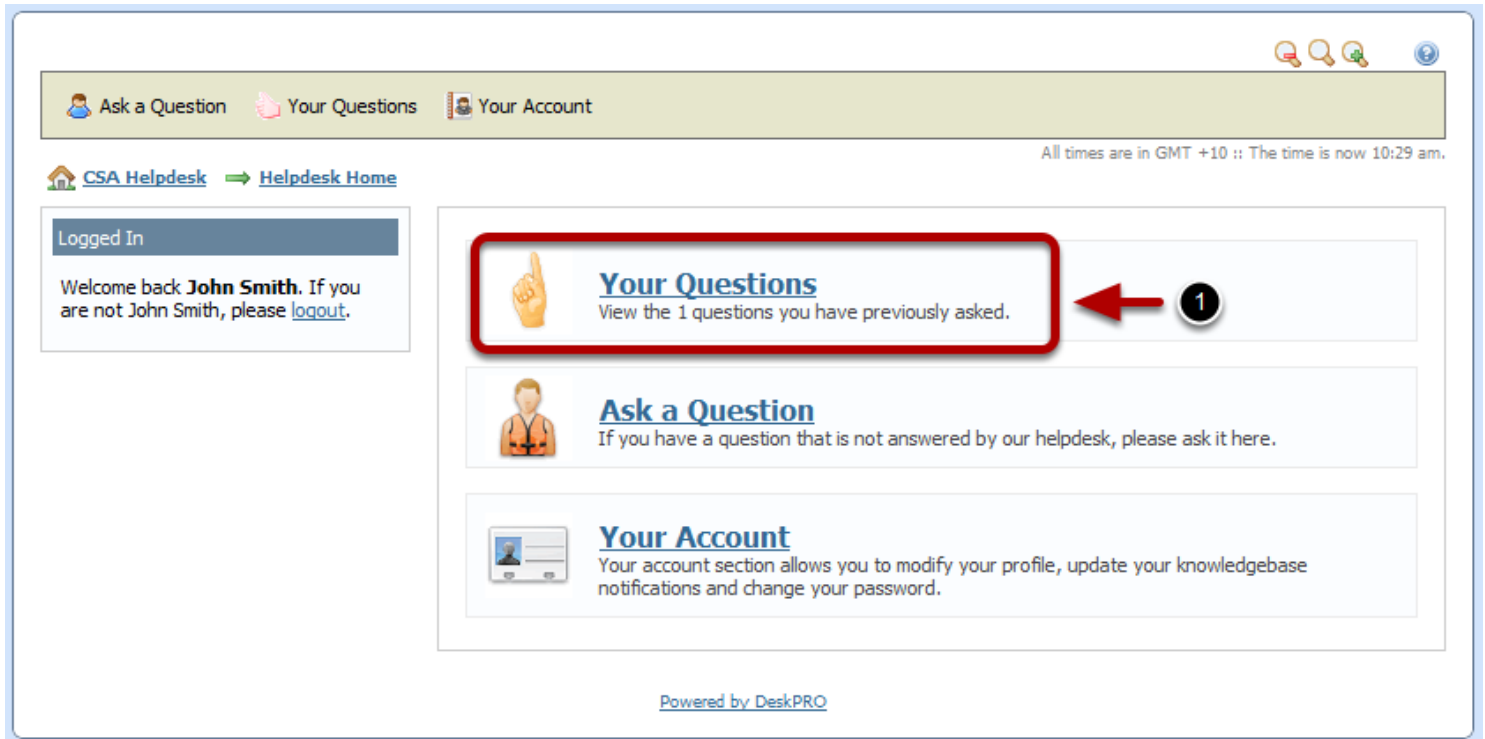
The ticketing system will not email a copy of the changed password to your email address, so make sure to note down the new password.

# Viewing and Replying to Tickets

## Viewing Your Existing Tickets

Browse to <http://helpdesk.campbellsci.com.au> and [Log In to Your Account](#) .

### The Front Page



The screenshot shows the front page of the CSA Helpdesk. At the top, there is a navigation bar with three main sections: "Ask a Question", "Your Questions", and "Your Account". Below this, there is a "Logged In" section for user John Smith, with a "logout" link. The main content area features three large cards: "Your Questions" (highlighted with a red box and a notification badge showing '1'), "Ask a Question", and "Your Account". The "Your Questions" card includes a hand icon pointing up and the text "View the 1 questions you have previously asked." The "Ask a Question" card includes a person icon and the text "If you have a question that is not answered by our helpdesk, please ask it here." The "Your Account" card includes a profile icon and the text "Your account section allows you to modify your profile, update your knowledgebase notifications and change your password." The page is powered by DeskPRO.

1. Click the *Your Questions* link.

## Your Questions Page

Ask a Question | Your Questions | Your Account

CSA Helpdesk → Helpdesk Home → Your Questions

All times are in GMT +10 :: The time is now 10:30 am.

Your Questions

Your Questions

Logged In

Welcome back **John Smith**. If you are not John Smith, please [logout](#).

**Your 1 Questions**

Question Properties to Show

Subject  Status  Category  Serviced by  Date Created  Last Question Activity

Show Questions by Status

Open  Closed

Order Matching Questions

Subject

Run Search

Submit

The Following 1 Question(s) Matched The Selected Options

Question Ref	Subject	Status	Category	Date Created
<a href="#">9341-UJVB-5157</a>	CR1000 Enquiry	Open	Sales	Wed, 20th Jul 2011

Powered by DeskPRO

1. The bottom of the page displays a list of all tickets submitted to the CSAHelpdesk. Click on the link under the Question Ref column to view details of a ticket.

2. At the top of the page are options for filtering and sorting the tickets.

Use the *Question Properties to Show* checkboxes to choose which columns are displayed in the ticket list.

Use the *Show Questions by Status* checkboxes to choose whether to show all tickets, only current tickets or only previous tickets.

Use the *Order Matching Questions* dropdown to choose which column to order the tickets by.

3. If you have made any changes to the sorting and filtering options, remember to press the *Submit* button.

## Replying to a Ticket via Email

---

### New Ticket Email

Subject: RE: CR1000 Enquiry - [8959-UFHB-4815] [c7a576bc]

==== Please reply ABOVE ====

Hello John Smith,

Thank you for submitting your question. One of our staff will respond to you shortly.

Below is a link to your question:

<http://helpdesk.campbellsci.com.au/view.php?ticketref=8959-UFHB-4815&pass=7f18f6b5>

<=== 8959-UFHB-4815 --- c7a576bc ===>

The email above is sent to you when you have created a new ticket, before technician sends a reply. Note the following line:

==== Please reply ABOVE ====

If you would like to add more information to your ticket before the technician replies, simply reply to this email making sure to leave the line above intact. (See the Replying via Email step below for more info.)

## Technician Reply Email

Subject: RE: CR1000 Enquiry - [8959-UFHB-4815] [c7a576bc]

===== Please reply ABOVE =====

A staff member has replied to your question:

Hello John,

Would you like me to include prices for a power supply and enclosure? If you would prefer to source these on your end, let me know and I will give you the power specifications and dimensions.

Regards,

Campbell Scientific Australia  
tel 07 4772 0444 fax 07 4772 0555  
[www.campbellsci.com.au](http://www.campbellsci.com.au)

Below is a link to your question:

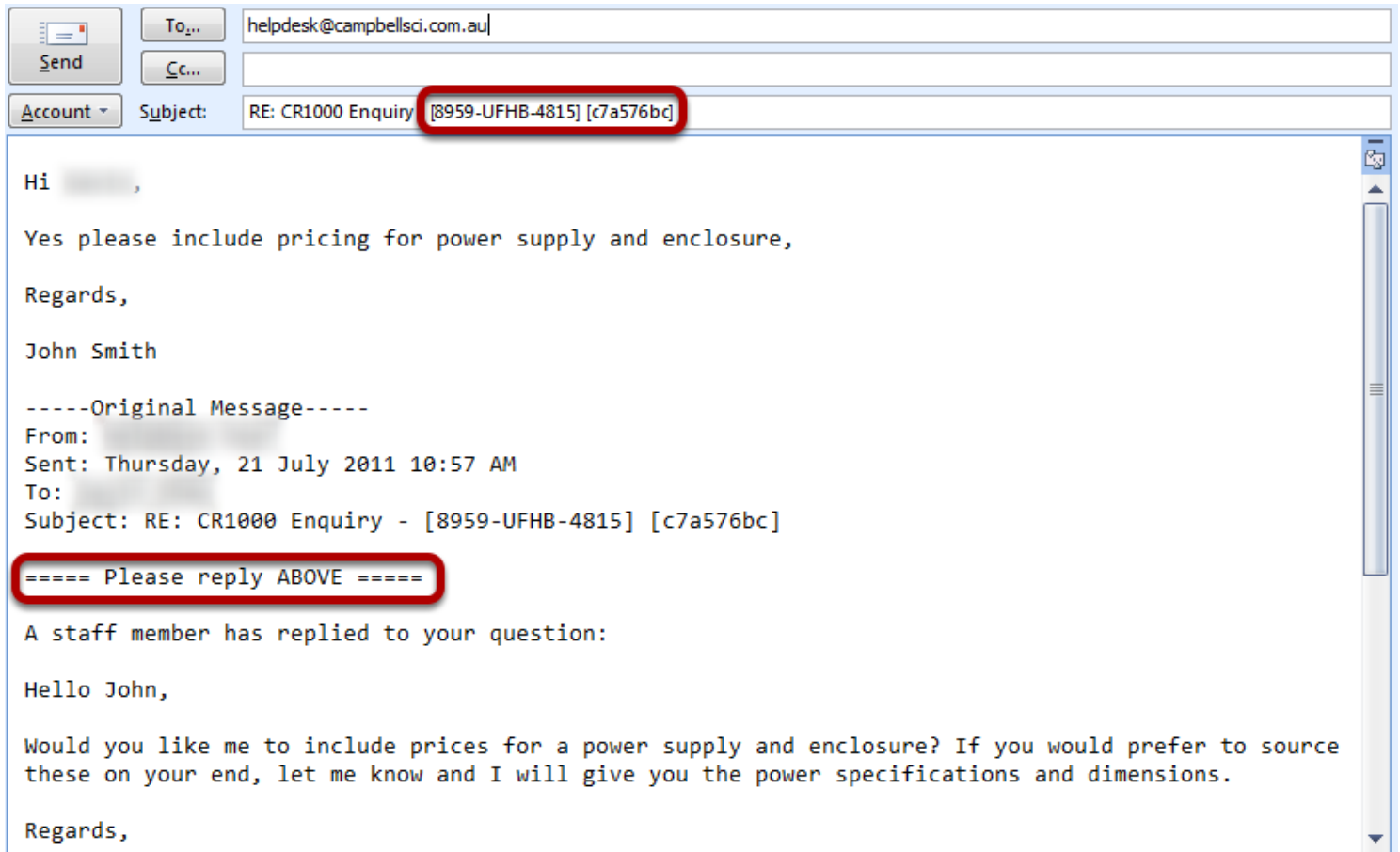
<http://helpdesk.campbellsci.com.au/view.php?ticketref=8959-UFHB-4815&pass=7f18f6b5>

When a technician replies to one of your enquiries, you will be sent an email using the format shown above. Note the following line:

===== Please reply ABOVE =====

To reply to the technician via email (and not have to use the website), simply reply to this email leaving the above line intact (See the Replying via Email step below for more info.)

## Replying via Email



Send

To... helpdesk@campbellsci.com.au

Cc...

Account Subject: RE: CR1000 Enquiry [8959-UFHB-4815] [c7a576bc]

Hi [redacted],

Yes please include pricing for power supply and enclosure,

Regards,

John Smith

-----Original Message-----

From: [redacted]

Sent: Thursday, 21 July 2011 10:57 AM

To: [redacted]

Subject: RE: CR1000 Enquiry - [8959-UFHB-4815] [c7a576bc]

==== Please reply ABOVE ====

A staff member has replied to your question:

Hello John,

Would you like me to include prices for a power supply and enclosure? If you would prefer to source these on your end, let me know and I will give you the power specifications and dimensions.

Regards,

For deskpro replies to be returned successfully to the technician working on your ticket, the following two criteria must be met by the return email:

1. The subject must contain the ticket id (shown in the image above). Most email applications will leave the subject intact when replying to an email, so this should be done automatically for you.
2. The reply message must be inserted above the ===== Please reply ABOVE ===== line. Again, most email applications will add the original message underneath any replies, so this should be done automatically as well.

## Replying to a Ticket via the Website

Browse to <http://helpdesk.campbellsci.com.au>. Then [Login to Your Account](#) and use the *Your Questions* page to [View the Ticket](#) you wish to reply to.

### Ticket Page

2 Message by [redacted] on Thu, 21st Jul 2011 10:57 am

Hello John,

Would you like me to include prices for a power supply and enclosure? If you would prefer to source these on your end, let me know and I will give you the power specifications and dimensions.

Regards,

Campbell Scientific Australia  
tel 07 4772 0444 fax 07 4772 0555  
<http://www.campbellsci.com.au>

#### Reply to this Question

Hi Gavin,  
Yes please include pricing for power supply and enclosure,  
Regards,  
John Smith

#### You May Upload an Attachment

No file chosen

The maximum file size that may be uploaded: 10 MB

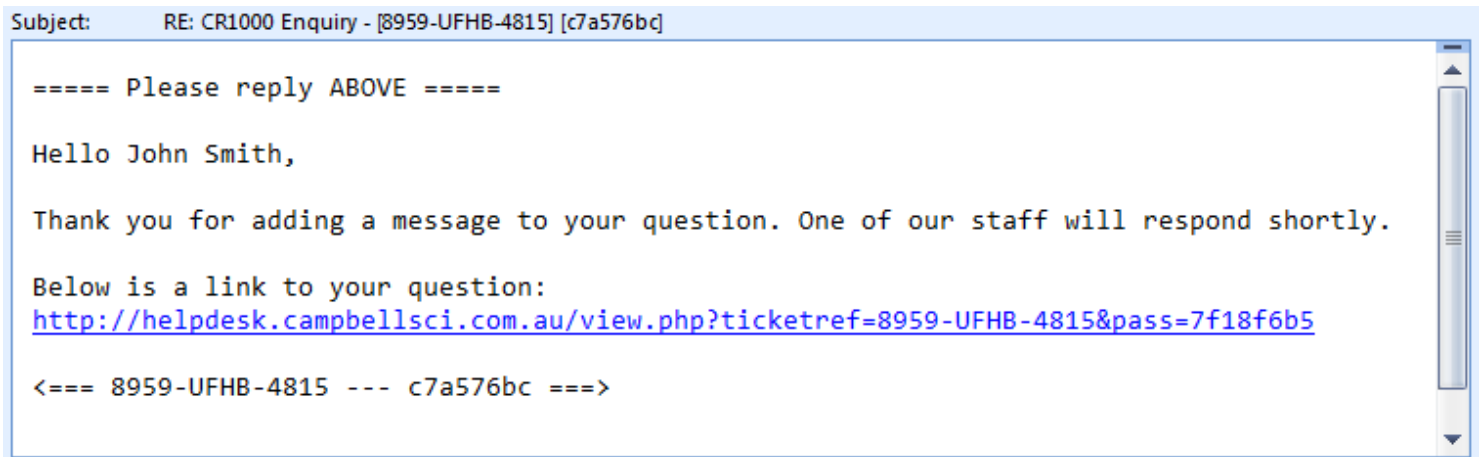
#### When You Are Finished

1. To send a reply to the technician, simply enter the reply in the *Reply to this Question* area.
2. If you would like to attach a file to this reply (screenshots, data files etc..) click the *Choose File*

button to open a file browser. Select the file then press OK.

3. Once you have finished typing your reply, press the *Add Reply* button

## Confirmation Email



You will immediately be sent a reply to confirm that your reply has been received by our ticketing system.

## Closing a Ticket

If you feel your issue has been resolved by our technician, or if the issue has been solved independently you can close your ticket using the website.

Browse to <http://helpdesk.campbellsci.com.au>. Then [Login to Your Account](#) and use the *Your Questions* page to [View the Ticket](#) you wish to close.

### Ticket Page

#### Question Properties

Question Ref  
8959-UFHB-4815

Status  
Open [[Close](#)]

Date Created  
Thu, 21st Jul 2011

Serviced by  
Gavin Shaw

#### CR1000 Enquiry

Question Property	Question Value
Subject	CR1000 Enquiry
Category	Sales
Email	

#### Rate your Support

Average  Rate

#### Article Actions

- [Modify Question Properties](#)
- [Manage Ticket Participants](#)
- [Link Notebook Pages](#)
- [Turn Formatting Off](#)
- [Post Question](#)
- [Close](#)

#### Logged In

Welcome back **John Smith**. If you are not John Smith, please [logout](#).

#### This Question's Message(s)

1 Message by **you** on Thu, 21st Jul 2011 10:53 am

Hello,

I would like to purchase a CR1000 datalogger, could you tell me the price and availability of this item?

Regards,

John Smith

2 Message by Gavin Shaw on Thu, 21st Jul 2011 10:57 am

Hello John,

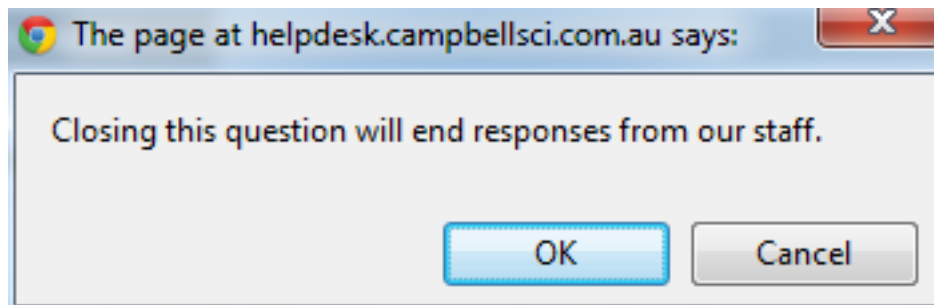
Would you like me to include prices for a power supply and enclosure? If you would prefer to source these on your end, let me know and I will give you the power specifications and dimensions.

Regards,

1. Before closing the ticket please rate the level of support you have received for this enquiry. Choose between *Bad* and *Excellent* from the drop down box under *Rate your Support*. Then press the *Rate* button.

2. Press the [Close](#) link under Article Actions to close this ticket.

## Confirm Ticket Close



You will be asked to confirm closing this ticket. Press OK to proceed. There is always the option to reopen closed tickets from the web interface.