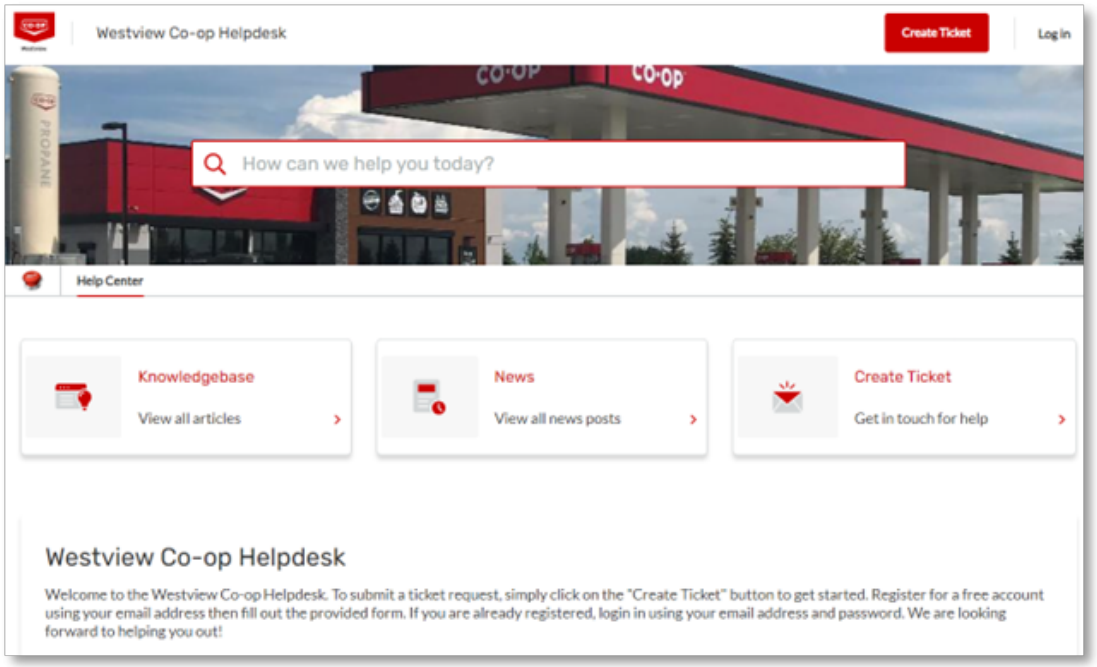
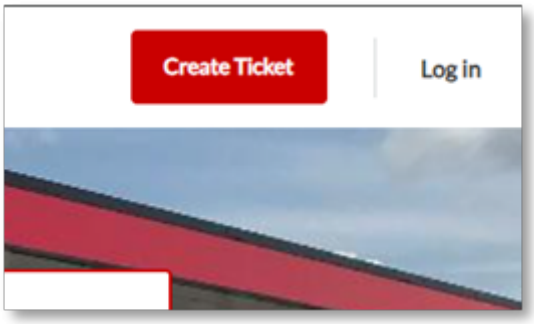
How to use the Westview Co-op Help Desk for Creating IT and or Facility Service Tickets.

Don Guilbeault - 2024-03-01 - Comments (0) - GENERAL

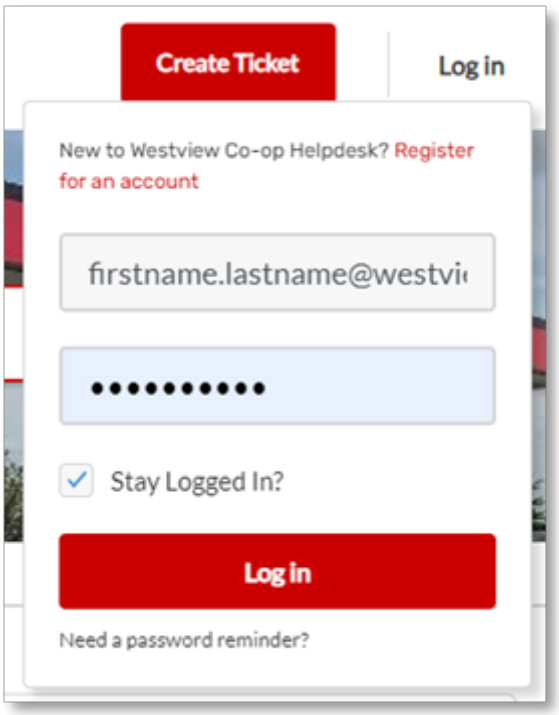
Start by visiting the Westview Co-op Helpdesk website https://helpdesk.westviewcoop.ca/



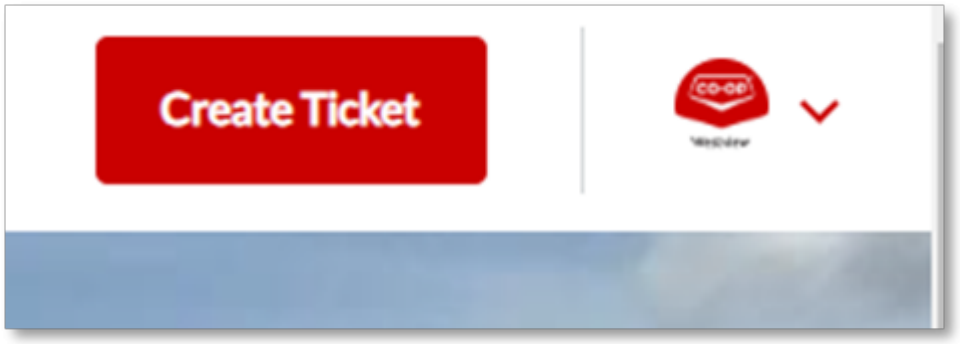
Then sign into your pre-setup user profile by clicking "**Log In**" in the top right corner.



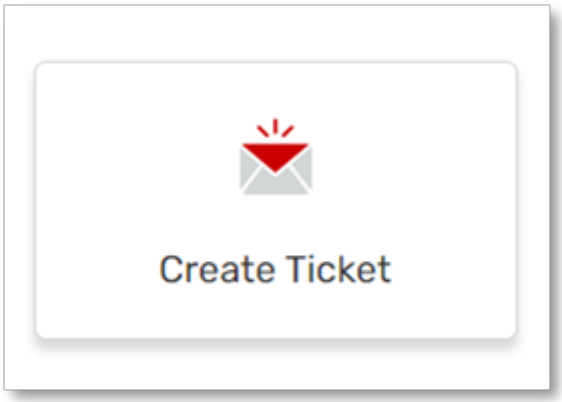
Enter your email address and password. Everyone with a licensed Westview Co-op email account has been set up with a Helpdesk user account. (You either created one when the helpdesk was first launched, or an account was manually assigned to you, and you were emailed your username and password). *If you can not find you password, you can email don.guilbeault@westviewcoop.ca to have the password reset.*



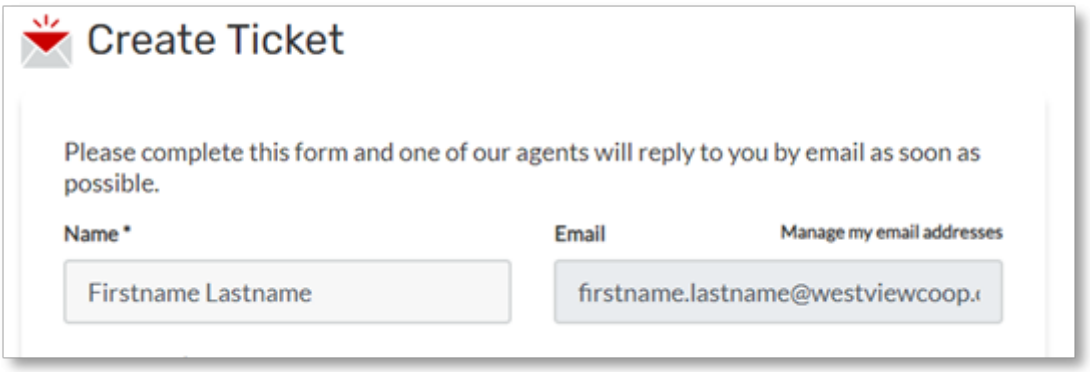
Once logged in you can click on "**Create Ticket**" (There are 2 buttons).



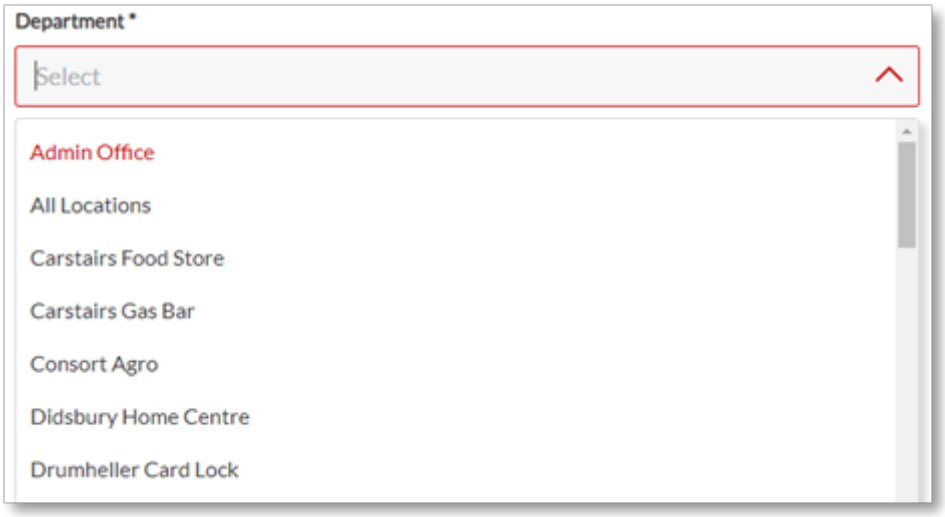
Or



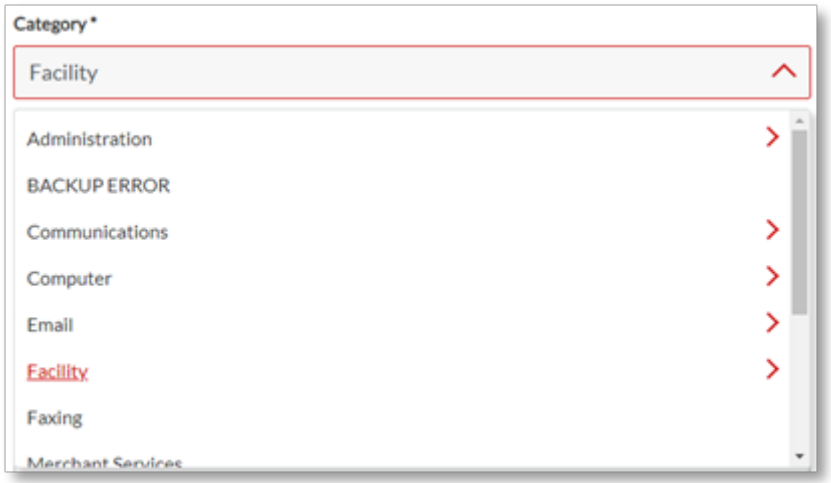
Your name and email address will already be populated. In the first 2 boxes of the service ticket.

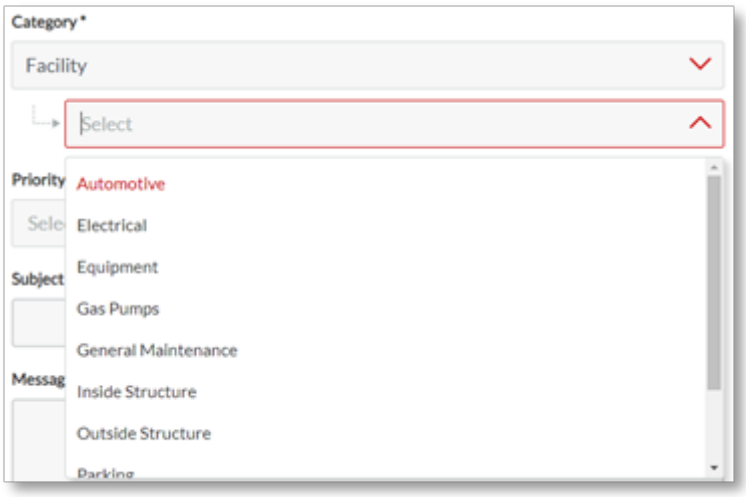


Next using the drop down select your "**Department**" (This is your Store / Office location).

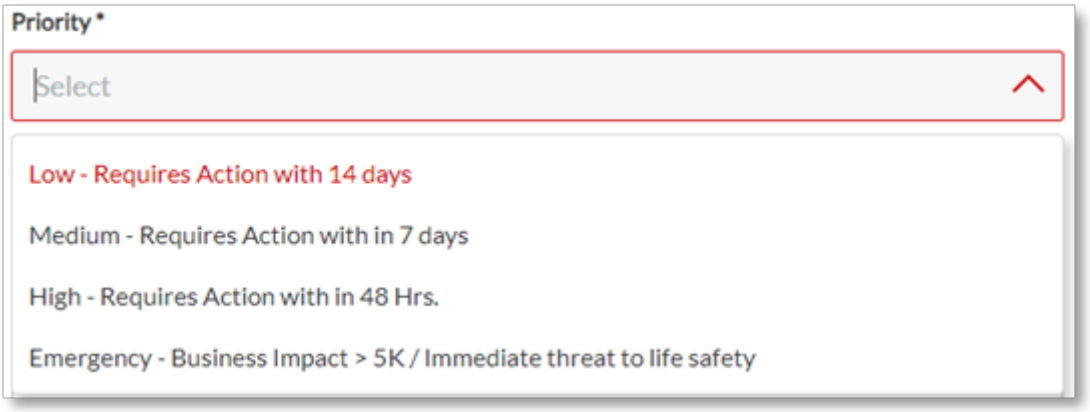


Next using the drop-down box select the "**Category**" (Note: Some of the Categories have secondary options marked with an "**>**" to the right of the category. If there are secondary category options, a second dropdown box will appear.





Next using the drop-down box select the ticket "**Priority**". (Note: Priorities should be selected based on business impact).



Next: Type in a "**Subject**" for the ticket:



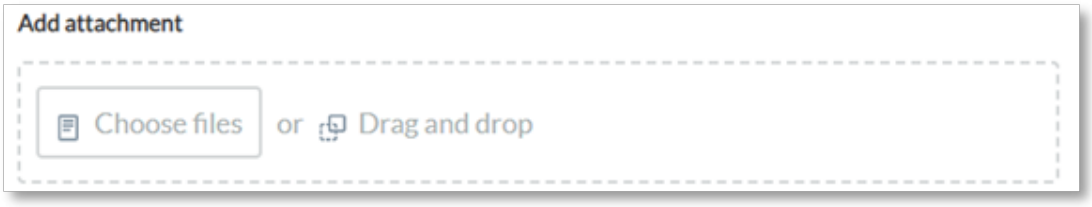
Finally, enter a detailed description of the problem in the "**Message**" box. (The more details you can provide, the easier it will be for our Technician to assist you).



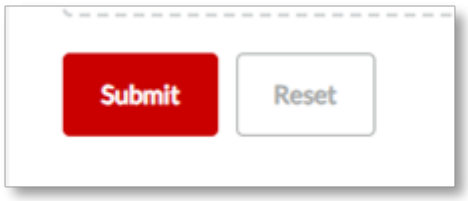
WARNING:

If you are having technical issues with the following FCL POS / Administrative systems (StorePoint, ISS45, TRC, Tronia, Mi9, Emerald POS, VISTA, JDE) or FCL Hub related issues (CLC, Service Now, Time and Attendance, HR Self Help), you must submit your tickets to the FCL Service Desk – servicedesk@fcl.crs or 1-855-671-4761.

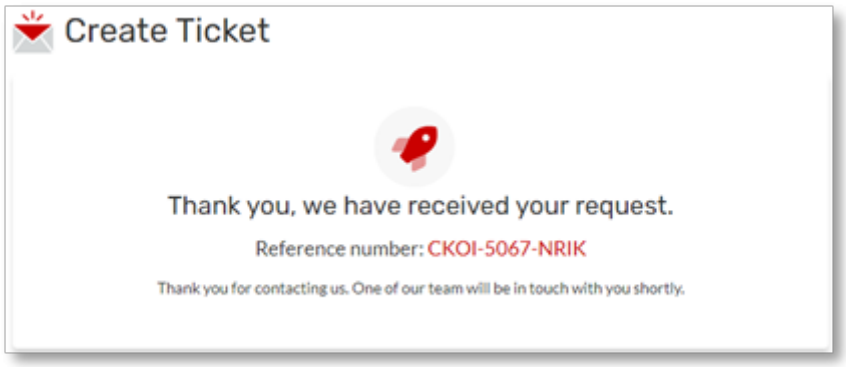
Optionally, there is a space provided to include any attachments and or pictures. You can use either the "**Choose File**" button or "**Drag and drop**" in the space provided.



Once everything has been filled in, you can click the "**Submit**" button:



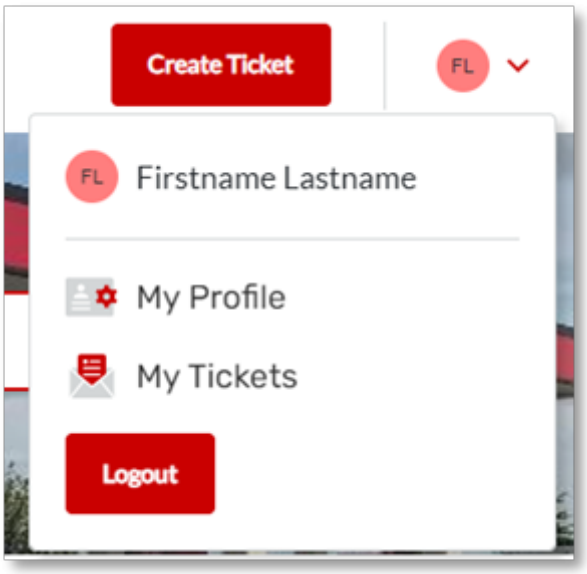
Once Submitted, your ticket will be assigned a unique identifier for reference.

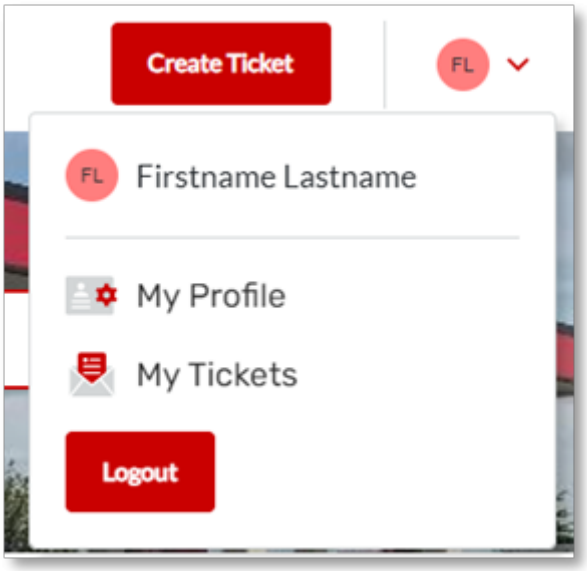


Key points to remember:

- All fields marked with an asterisk * are required.
- All IT related tickets automatically get assigned to "Don Guilbeault – Technical Support Coordinator."
- All Facility related tickets automatically get assigned to "Brian Moerke – Facilities Coordinator."

You can check the status of your ticket by navigating to your profile in the top right corner after you have signed in and selecting "**My Tickets**".





There is also a 3rd option for submitting tickets. You can simply email helpdesk@westviewcoop.ca however, these tickets are not automatically associated with a department, and or category and will not be automatically assigned to a technician. This will take additional time for them to be correctly identified and assigned.