



# SERVICE DESK IN UNITED NATIONS DPKO

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# Learning Objectives

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- By the End of this session, You are going to familiarize yourself with:
  - Ticketing: UN iNeed
  - Windows Remote Assistance.
  - God Mode.
  - An Application runs slowly.
  - Power button Does not start PC or device.
  - General Troubleshooting tips.
  - Other Common PC issues.

# Ticketing: iNeed

- **UN iNeed Ticketing System:**
- <https://ineedservice.un.org/>
- For
- **Ticketing,**
- **Recording &**
- **Auditing**
- **ONLY ONE unite Login for**
- **Many Enterprise Applications;**
- E.g ICT, Umoja HR, Finance etc



The banner is divided into several sections. At the top, it says 'Have an ICT issue or request?' in large, bold letters, with the UN logo and 'rsce Regional Service Centre Entebbe' to the right. Below this, a yellow arrow points right, containing the text 'iNeed self service' and 'You can now use iNeed Self Service for all your ICT Queries and Requests'. The bottom section is dark blue and shows a flow: 'Login with unite' (with a blue document icon), a person icon with a question mark, a large double arrow, the iNeed logo with a hand cursor, another large double arrow, and a person at a computer icon with the text 'Digital Solutions takes action'. Below the flow, it says 'submit query'. At the very bottom, a teal bar says 'We're here to help and bring you solutions!' and a dark blue bar contains the URL 'ineedservice.un.org' and a row of icons representing various digital services like a laptop, Wi-Fi, cloud, and mobile phone.

Have an **ICT** issue or request?

 **rsce**  
Regional Service Centre Entebbe

**iNeed**  
self service

You can now use iNeed Self Service for all your ICT Queries and Requests

Login with **unite**

?



submit query

Digital Solutions takes action

**We're here to help and bring you solutions!**

[ineedservice.un.org](https://ineedservice.un.org/)

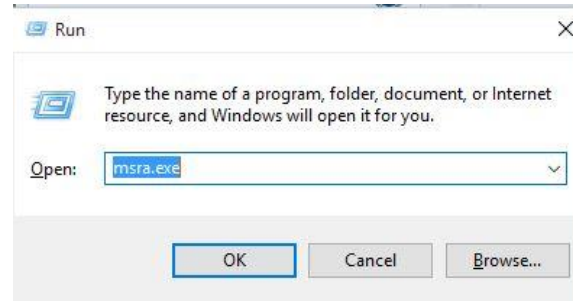
# Quick Assist / Remote Assistance

- Both **End User**, OR, **Support Technician** can initiate the request and **Windows** will **guide** you through the **steps**.
- Windows 10's new "**Quick Assist**" feature possible, as long as you're **both** using Windows 10 with the Anniversary Update installed.

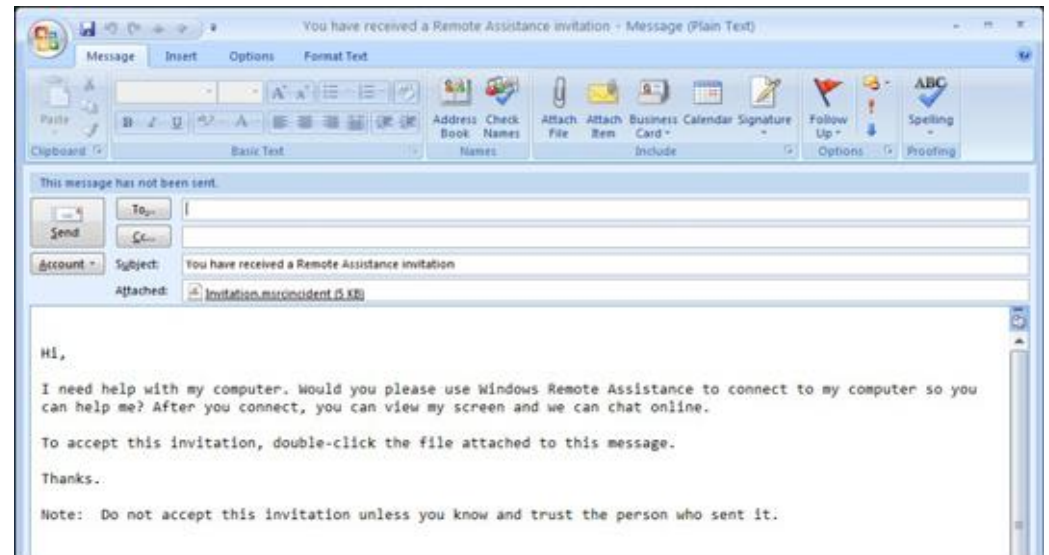
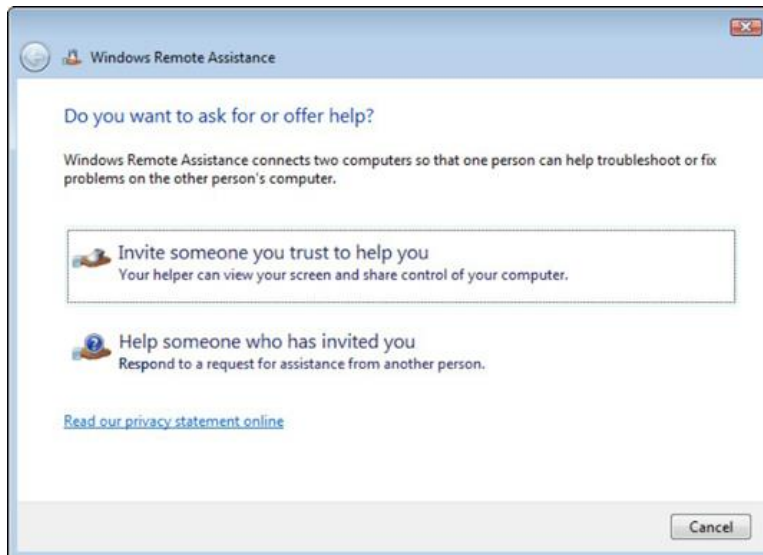


# Quick Assist / Remote Assistance Prac 1

- Windows client OS after Windows XP;
- Run>msra.exe

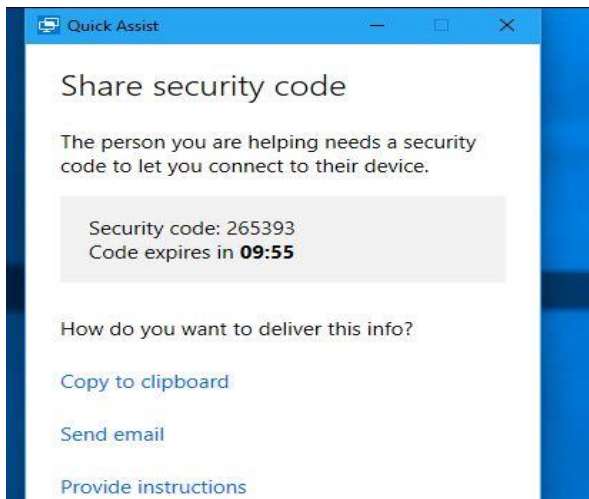


- Click Invite, Save it and Send invite by mail as Attachment;

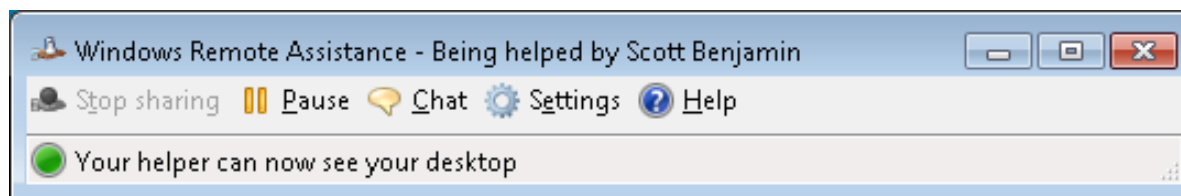


# Quick Assist / Remote Assistance Prac 2

- You must provide your helper the Security Code or password;



- After connection is made, use the tools in the window to control the session. E.g. To adjust settings, chat, pause, cancel, or stop sharing.



# GodMode

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- **God Mode:** Creates a folder which contains shortcuts to the most important and common Windows Tools and Commands.

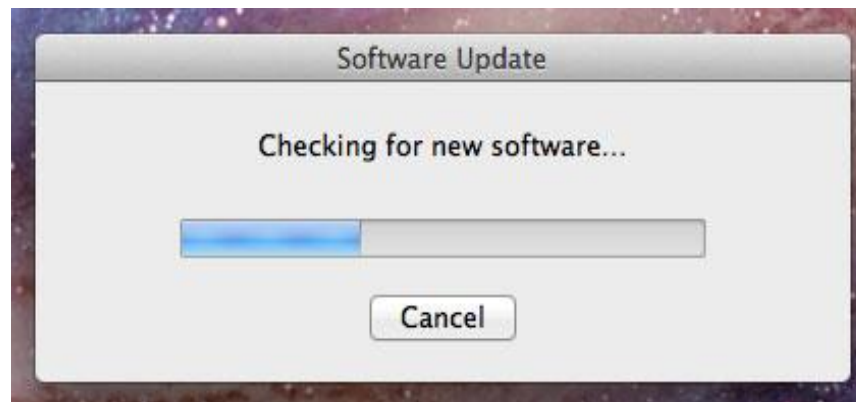


- GodMode.{ED7BA470-8E54-465E-825C-99712043E01C}

# Problem: An Application runs Slowly

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- **Solution 1:** Close and reopen the application.
- **Solution 2:** Update the application.
- To do this, click the **Help** menu and look for an option to check for **Updates**. If you don't find this option, run an online search for the particular application update.





# Problem: Power button will not start computer

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- **Solution 1:** Begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.
- **Solution 2:** Make sure it is a **working outlet**. You can plug in another **electrical device**, especially those that have lights or led lights.
- **Solution 3:** If the computer is plugged into a **surge protector or UPS**, verify that it is turned on.



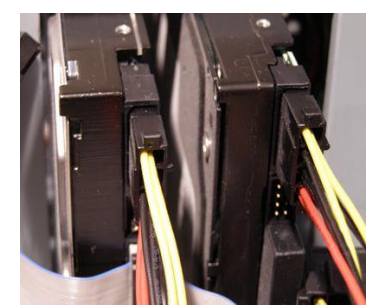
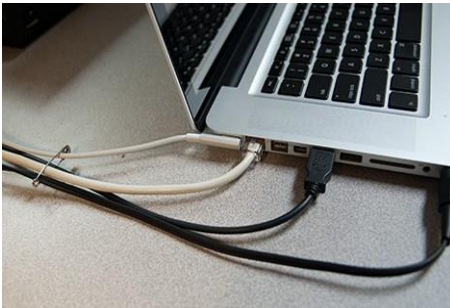
# Any QUESTIONS?

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# General Tips

- **1. Always check all related cables:** For any issues with specific Hardware; Pc, Monitor, Keyboard, Printer, Telephone, Audio, etc.



- **Unplug and Re-plug:** If problem persists.



# General Tips

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- **2. Ticketing, Recording & Auditing (iNeed Ticketing System):**
- **Take notes, screen-shots or record error messages:**
- You may need to use this information later. Sticky Notes, Snipping Tool, Paint, Steps Recorder (Windows 10).
- **3. Restart the computer:** When all else fails, **restarting the computer** is a good thing to try. This can solve a lot of basic issues you may experience with your computer.
- **4. Using the process of elimination.**
- **5. Closing and Re-opening a Program.**

# General Tips

- **6. Continuous building of a knowledge base** and the implementation of a **self-service portal** can save countless hours of dealing with tickets for common issues.

The banner is for the "iNeed self service" portal. At the top, it says "Have an ICT issue or request?" in yellow and white text on a blue background, next to the UN logo and "rsce Regional Service Centre Entebbe". Below this, a yellow arrow points right with the text "iNeed self service" in blue. To the right of the arrow, it says "You can now use iNeed Self Service for all your ICT Queries and Requests". The main section has a dark blue background with a flowchart: "Login with unite" (with a blue icon) leads to a person with a question mark, which leads to a hand clicking an "i" icon labeled "submit query", which leads to a person at a computer labeled "Digital Solutions takes action". At the bottom, a green bar says "We're here to help and bring you solutions!" and the URL "ineedservice.un.org" is displayed next to a row of icons representing various ICT services like laptop, Wi-Fi, cloud, and mobile phone.

- **7. Sometimes devoting time to educating end users** can save you a lot of work and common end-user issues.

# General Tips

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## TIPS:

- Ask, Ask, Ask!!
- But before you Ask;
- Google, Google, Google!!





# Other Common PC Issues

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- Now Let us look at other Common issues;
- From You, Students!

