

Using the AgIT Help Feature

AgIT Operations

FAQ No. S1.1.7

How do I use the Agriculture Information Technology (AgIT) Help Feature?

The new AgIT Help icon was made available to all AgIT supported computers on February 23, 2004. Using this icon, you will be able to request assistance with any AgIT supported application or computer equipment by simply double clicking the icon. This system will allow for better follow-up should problems occur.

Writing an FAQ

1. Locate the AgIT Help icon on your computer desktop.



2. Double click the AgIT Help icon. This will open the first of four of the **AgIT Help – New Ticket** pages in a new internet window.
3. On the first help page, enter your complete Purdue email address in the textbox next to **Email Address**.

AgIT Help - New Ticket (1 of 4)

Email Address:

4. Click the **Next** button. This will direct you to the second of the four help pages.
5. On the second page, your email address should already be in the textbox next to **Email Address**. Type your full name in the textbox next to **Name**. Then, click the at the end of the textbox next to **Department** to access the drop down menu. Scroll through the drop-down menu and select your county or department from the list.

Frequently Asked Questions

Page 1 of 3

Created: 2/23/2004

Modified: 7/25/2005

Using the AgIT Help Feature

AgIT Operations

FAQ No. S1.1.7

AgIT Help - New Ticket (2 of 4)

Email Address: 1. Type your full name in this textbox

Full Name: 2. Type your phone number in this textbox

Phone:

Department: 3. Click here to access the drop-down menu. Scroll through this list to locate your county or department

4. Click "Next"

6. Click the **Next** button. This will direct you to the third of the four help screens.
7. On the third screen, your email address, name, and your county or department should already be entered. Verify that all of the information is correct. Type a brief summary of the problem you are experiencing in the textbox next to **Summary**. This entry should be similar in length to an email subject line.
8. Type a more detailed description of the problem in the large textbox, located toward the bottom of the screen. This description must not exceed 6000 characters. Once you begin typing, notice that the number of characters you have entered will automatically appear in the textbox next to **Current Chars**, located above the large textbox where you are typing.

Frequently Asked Questions

Using the AgIT Help Feature

AgIT Operations

FAQ No. S1.1.7

AgIT Help - New Ticket (3 of 4)

Email Address:

Full Name:

Phone:

Department:

Summary:

Please enter a detailed description of your problem here.

Length Must Not Exceed 6000 Characters Current Chars:

1. Type a brief description of your problem here

2. Type a more detailed description of your problem in this textbox

3. The number of characters you have typed will appear here. Make sure this does not exceed 6000 characters

4. Click "Next"

9. Click the **Next** button. This will open the final help page. This fourth page should be a confirmation that your AgIT Help ticket was submitted. You should also receive an email within an hour of completing the help request that confirms that your Help ticket was submitted. Your Help ticket will be responded to as quickly as possible.

Contact Information

If you have any questions or concerns about this topic, please contact the AgIT Help Desk at (888) 226-2438 or (765) 494-8333, or visit our website at <http://agithelp.agriculture.purdue.edu/>.

Frequently Asked Questions