HelpSTAR User Documentation

Accessing HelpSTAR
HelpSTAR can be accessed through the TuckStreams by clicking the Help Desk link, or by browsing directly to http://tucknt-hs.dartmouth.edu. If you are using Internet Explorer your username and password will automatically be passed through to the HelpSTAR system. If you are using FireFox or another web browser, you will be presented with a login window where you will need to enter your tucknt Domain username and password to proceed. If you will usually login to HelpSTAR from this computer as yourself, select the option to “Do not display login screen again” then click “Continue” to login.

The main screen is comprised of two sections: the left section contains support hours, contact information and any important announcements; the right section contains links to the various functions of HelpSTAR. At the bottom of the window is a list of all your open requests with the current status listed on the right.

To enter a new service request
1. Click the New Request icon.

2. Select the type of service request you would like to create from the drop down menu.

3. On the request form, from the Category drop down list, choose “Select a Category”. When selecting a category, you can select one of the top-level options that you see instead of clicking the “+” signs to see all the detailed levels of categories. Enter a name in the Request Title field, and enter other pertinent information in the Memo field. These three fields are required on all request types.
in the following fields you can provide optional information pertaining to your request.

a. You can modify the value in the Urgency field if needed.
b. You can enter a Due By date if this request must be completed by a certain date.
c. You can select an Asset if this request pertains to your assigned computer.
d. You do not need to select an option in the Move To list; your request will automatically be routed to the correct department.
e. You can attach files to your request by clicking the Attach icon located in the toolbar.

4. Check the “User Defined Fields” tab for additional fields to complete. Any field marked with an * is required.
5. Click the Save button at the bottom of the window or the Save icon in the toolbar to submit your request. A dialog box will appear confirming your request has been logged. You will also receive an email confirmation for your request.

To modify an existing service request
1. Click the Request History icon to display a list of all your requests.
2. A list of all your current and past requests will be displayed; click the reference number or title of the request you wish to view.
3. To modify the request, click the Update Request icon located in the top right corner of the toolbar.
4. Make the desired additions and/or changes and click the Save button at the bottom of the window or the Save icon to submit your changes. A dialog box will appear to confirm that your request has been updated.

*If you update a closed request, the request will be re-opened.

Communications from the HelpSTAR system
At times you will receive email messages from the TuckHelpstar email account in reference to your support requests. A support representative may send you an email with a question or to provide an update to your request. You will also receive an email when your request has been closed. You can reply to any emails you receive about a request, and the request will be automatically updated with your message in the HelpSTAR system.

*If you reply to an email pertaining to a closed request, the request will be re-opened.

Requests via email
While submitting a support request via the Web Portal is the preferred method, emails can also be entered into the system as a support request. Please note that requests submitted via email may need additional detail provided via the Web Portal to proceed. In addition, emails containing RE, FWD, Undeliverable or Out of Office in the subject will not be processed.

Help using HelpSTAR
Please direct questions pertaining to a specific request to the appropriate department; e.g. facilities questions should be directed to the Events & Facilities department. Any questions about the HelpSTAR system itself should be directed to Tuck Computing.
Creating AMOS Requests in HelpSTAR

All requests for service from the AMOS department will now be processed through the HelpSTAR system. There are three different request types available for placing requests with AMOS: Copy, General and Supply. For all HelpSTAR requests, on the “Main” tab a category, title and memo must be entered to submit the request. Placing requests directly through the web portal is the preferred method; however, you can still email questions to the tuck.amos@tuck.dartmouth.edu address.

AMOS Copy Request

The Copy Request form should be used any time you wish to request photocopies, binding or lamination services from AMOS. All fields marked with an * are required in order to submit the request and are located at the top of the forms. You may attach the file you wish to be copied directly to the request; however only PDF files can be processed by AMOS. If you require copies of a document you have already printed out, bring the hard copy to AMOS and reference your HelpSTAR reference number on the original document using a post-it.

AMOS General Request

The General Request form should be used for any general inquiries to AMOS. This can include: RICOH copy machine questions and issues, shipping questions, etc.
AMOS Supply Request
The Supply Request form should be used for placing order requests from W.B. Mason. All fields marked with an * are required in order to submit the request. You may order items from the catalog located in AMOS or search directly on W.B. Mason’s website.

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<thead>
<tr>
<th>AMOS Supply Request</th>
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<tbody>
<tr>
<td><strong>Main</strong></td>
<td><strong>User Defined Fields</strong></td>
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<tr>
<td>WB Mason Order*</td>
<td>Billing*</td>
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<td>Unit of Measure*</td>
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<td>Description*</td>
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<td>Or</td>
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<td>Online (Link):</td>
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<td>Price*</td>
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Billing*
The Copy and Supply Requests contain a “Billing*” tab that must be completed. In the “Chart String*” field enter the 25 digit chart string to be used for this request. If you are requesting a service you would like billed to a STAR account or is for a MBA course, you may use “star.” or “course.” in the “Chart String*” field (the “.” is required).

Walk-in Service
Walk-in’s are always welcome in AMOS! A HelpSTAR kiosk is available on the right counter in AMOS to place Copy, General and Supply Requests on the spot. Simply login to the HelpSTAR web portal using your TuckNT username and password, then click the “New Service Request” button. This kiosk replaces the stack of blue copy request sheets and the W.B. Mason supply order sheet in the catalog.