Remedy Training

Information Technology Support Center
Technology Support Services
University of Houston

User Basics

Remedy Administrator: Anita Bhakta
713-743-1414
bhakta@uh.edu

Backup Administrator: Kim Moody
713-743-1563
kamoody@uh.edu

Administrator Assistants: Shawn King
713-743-1598
sking@uh.edu

For assistance in using the Remedy User Tool, please contact the Information Technology Support Center at 713-743-1411 or mailto:support@uh.edu

REMEDY TRAINING: USER BASICS

OBJECTIVE: TO ORIENT NEW USERS WITH THE BASICS OF REMEDY AS IT PERTAINS TO HELPDESK ACTIVITIES.

SECTION I. LOGGING IN

SECTION II CHANGE REMEDY PASSWORD

SECTION III MANAGE ACCOUNTS

SECTION IV NEW REQUEST

SECTION V SEARCH FOR A REQUEST

SECTION VI UPDATE A REQUEST

SECTION VII REMEDY USER TOOL MAINTENANCE

CONTACT INFORMATION: REMEDYADMIN@SUPPORT.UH.EDU

TRAINING DOCUMENT CAN BE FOUND AT: HTTP://REMEDY.UH.EDU

CLICK ON MANUALS, THEN CLICK ON REMEDY: USER BASICS

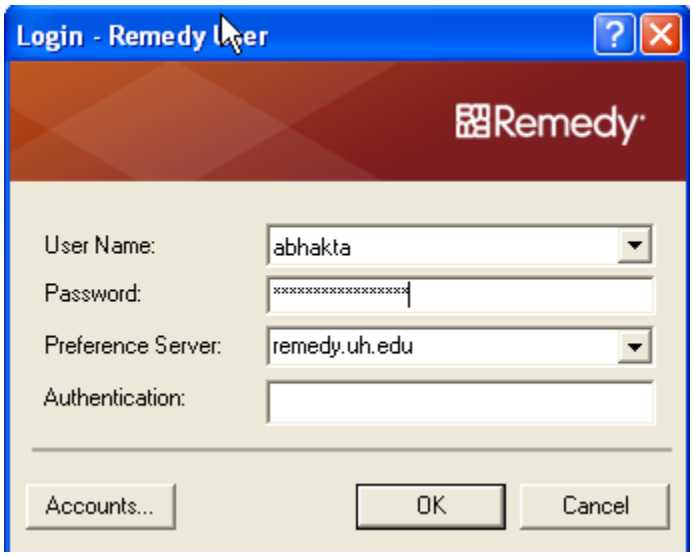
REMEDY: USER BASICS

The Remedy User Tool can be downloaded from **http:**//remedy.uh.edu. We also have a web version of the tool and you can access the link from this same site by clicking "Connect to Web-based Remedy".

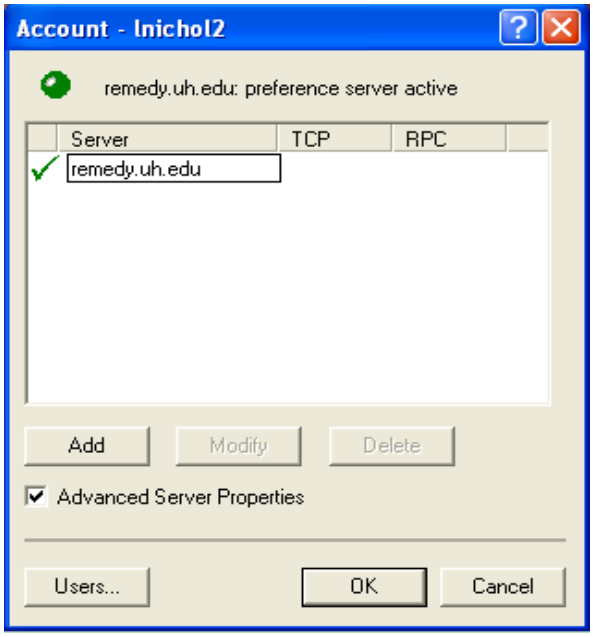
If you are on an NT or XP machine, the user should be part of the Power User group as a minimum. Otherwise, Remedy will not allow access to certain screens.

SECTION I: LOGGING IN

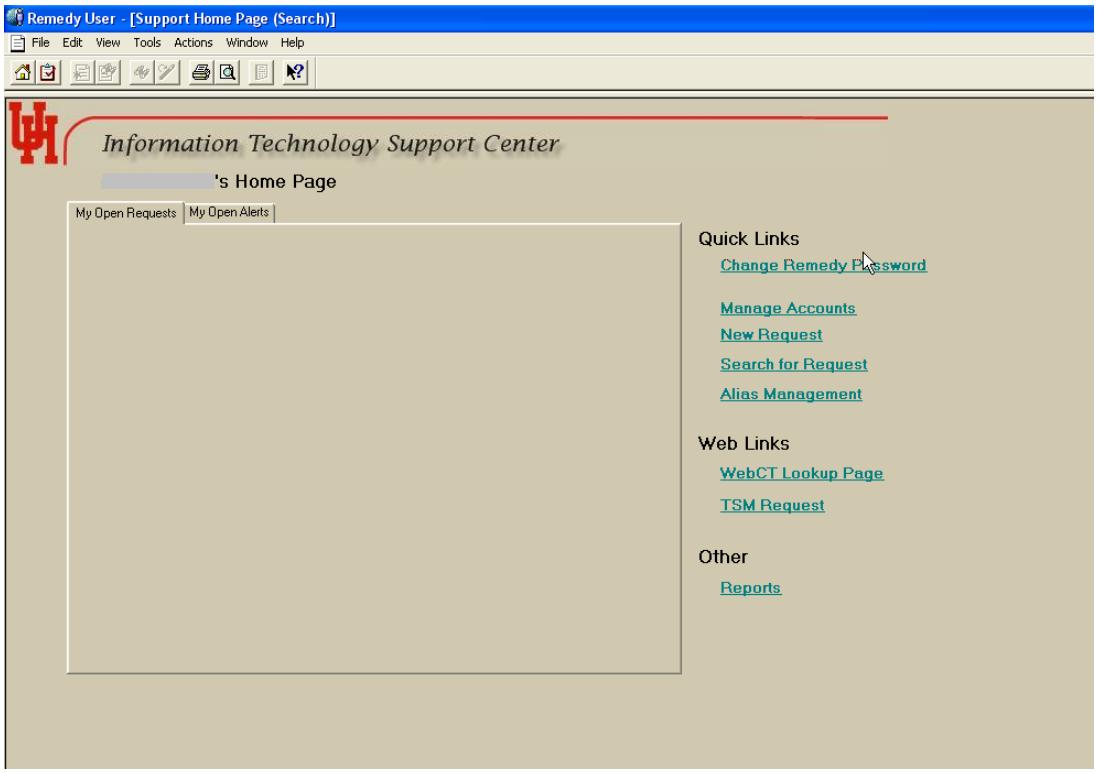
Once installed, you may login with your User Name and Password. Leave the Preference Server to (none) and Authentication field as blank. The Authentication field is used in conjunction with NT Domain logins, however, our server is a UNIX server and these capabilities do not exist in the UNIX environment. Therefore, always leave the Authentication field blank when logging into Remedy. We will discuss the Preference Server settings in Section V.



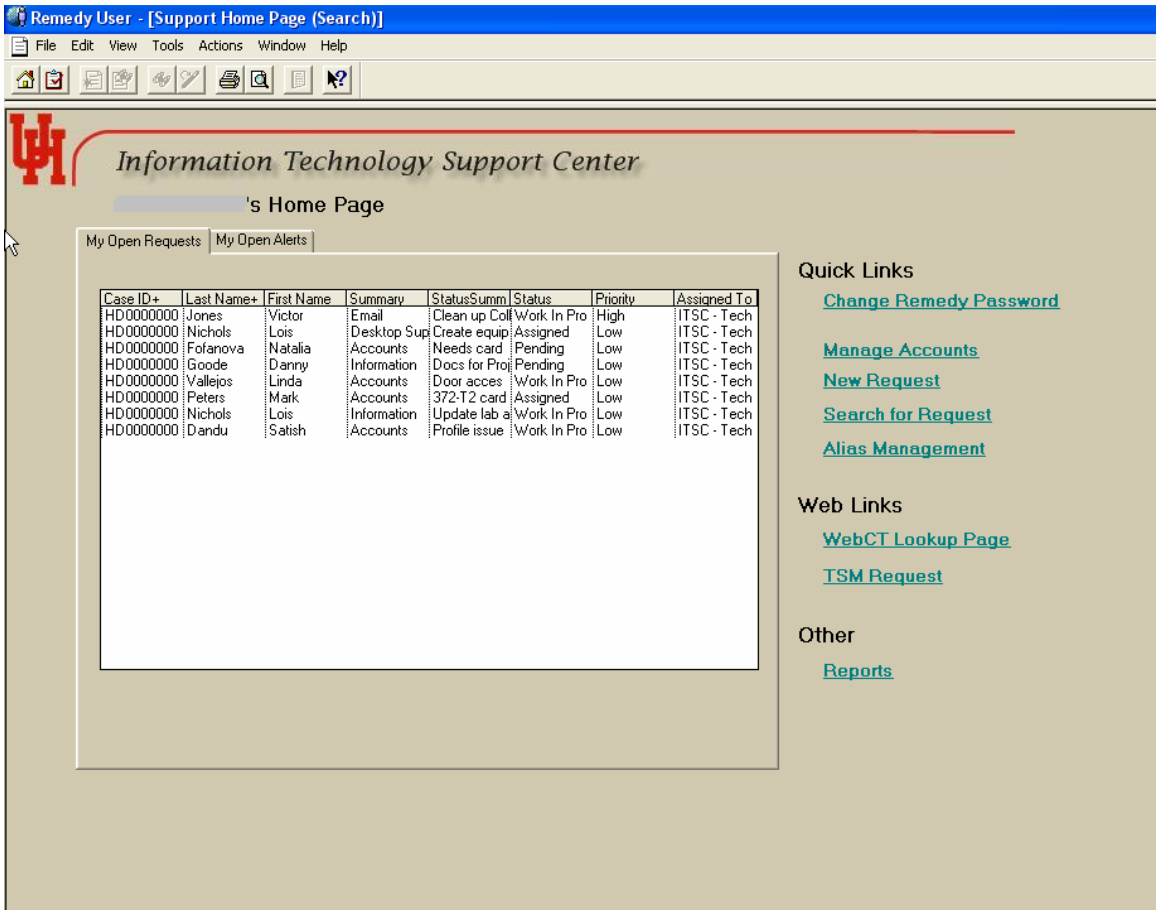
Our server name is “remedy.uh.edu” and this should be stated in the ‘Accounts’ screen and there should be a check mark next to the server name.



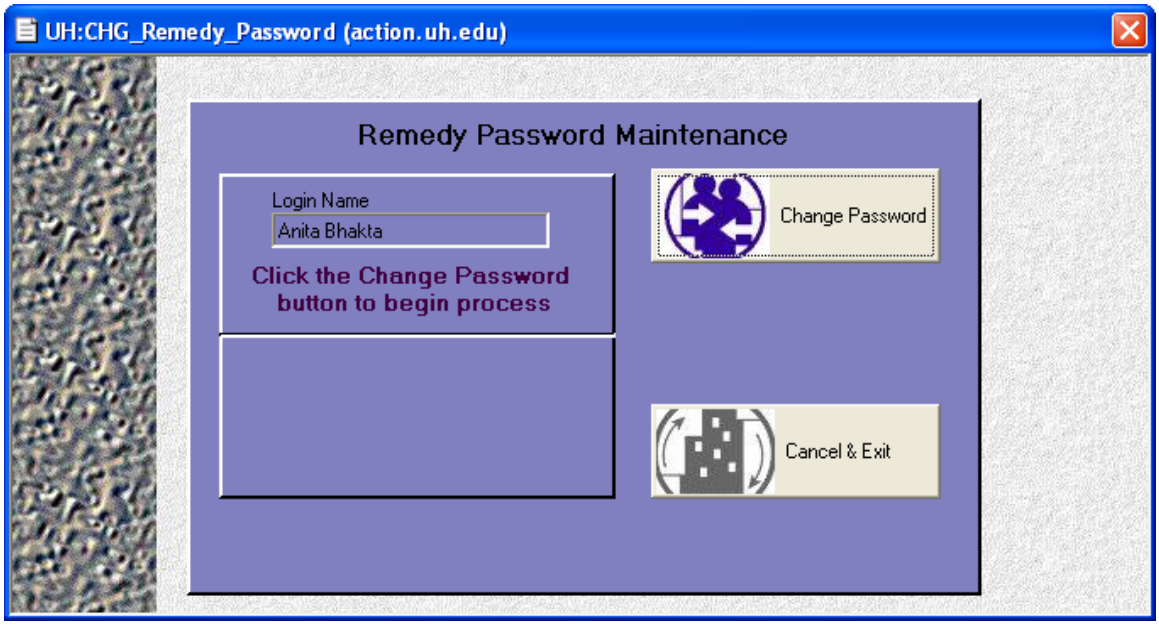
If you have trouble logging in, please contact the Remedy Support team at remedyadmin@support.uh.edu.
Once logged in, your ‘Support Home Page’ will appear.



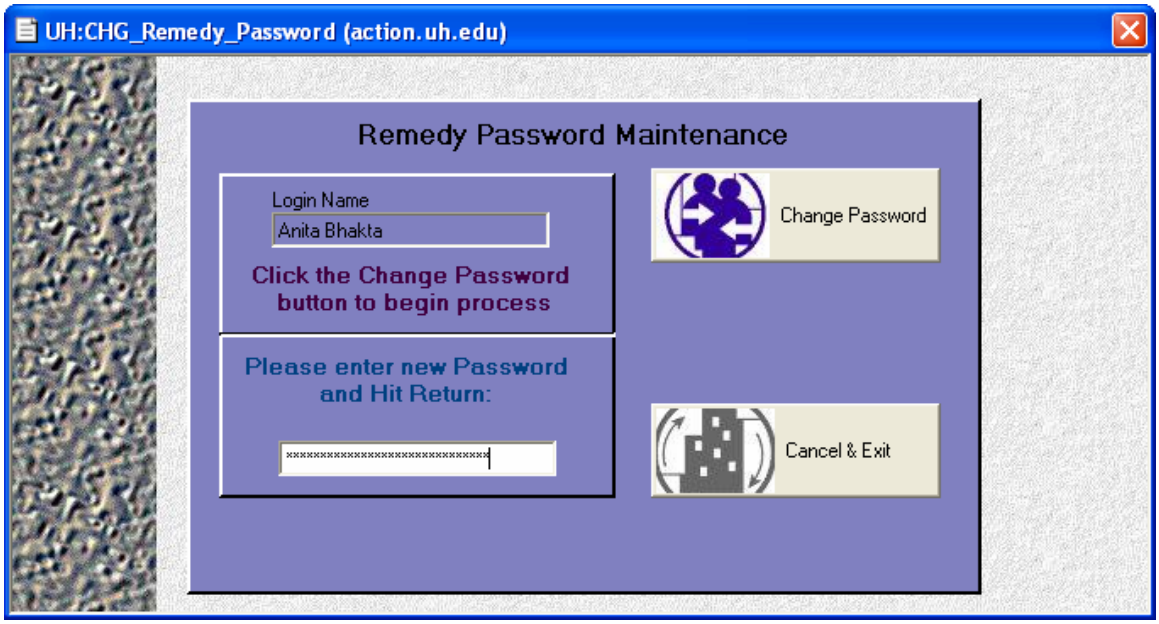
SECTION II: CHANGE REMEDY PASSWORD



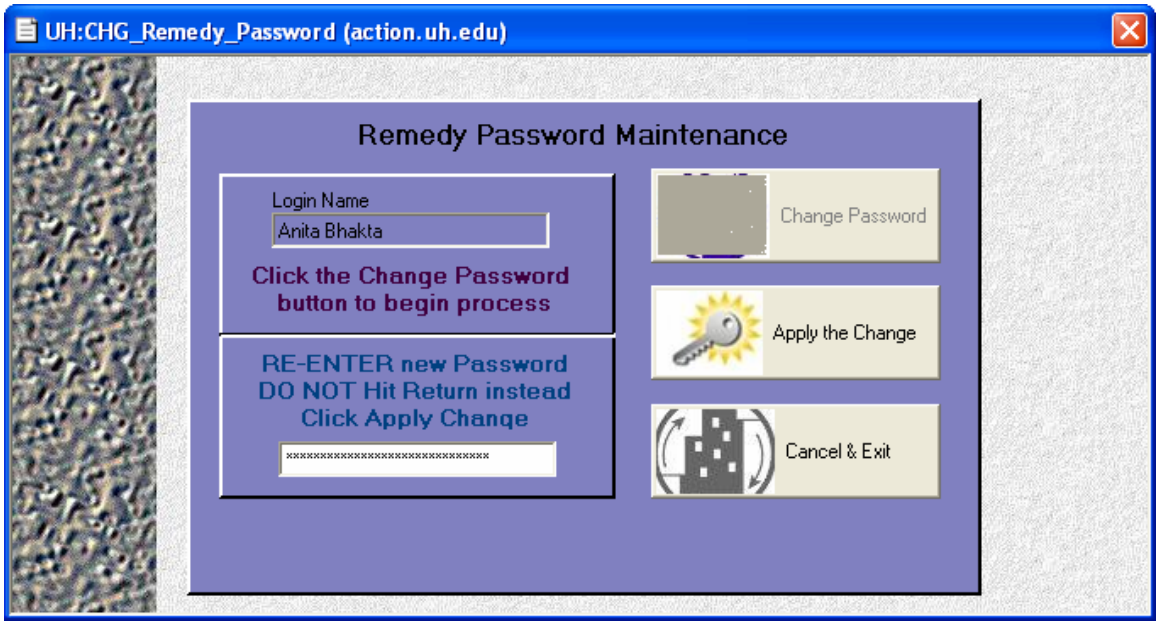
To change your Remedy account's password, click the 'Change Remedy Password' link from the 'Support Home Page.' You should see the following screen.



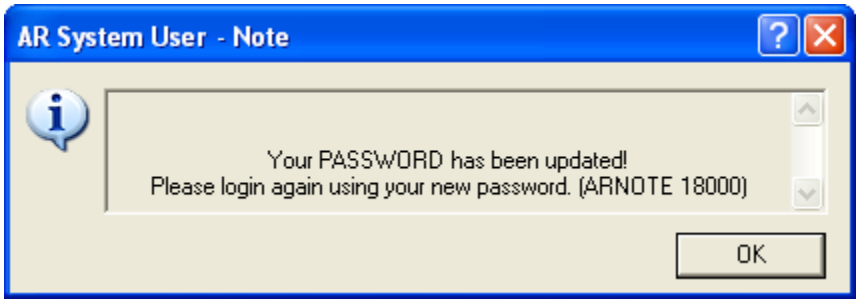
Click the 'Change Password' button and read all instructions.



You must delete what is in the password field and then type your new password and make sure to hit enter. Password is case sensitive.



After you hit enter, YOU MUST delete the password again and RE-ENTER the same password THEN click the 'Apply the Change' button.



If both passwords entered matches, you will receive the above message. The password change takes effect immediately and therefore it is imperative to re-login right away to continue your work. If you do not re-login after changing your password, you will receive errors and not be able to access Remedy screens.

SECTION III: MANAGE ACCOUNTS

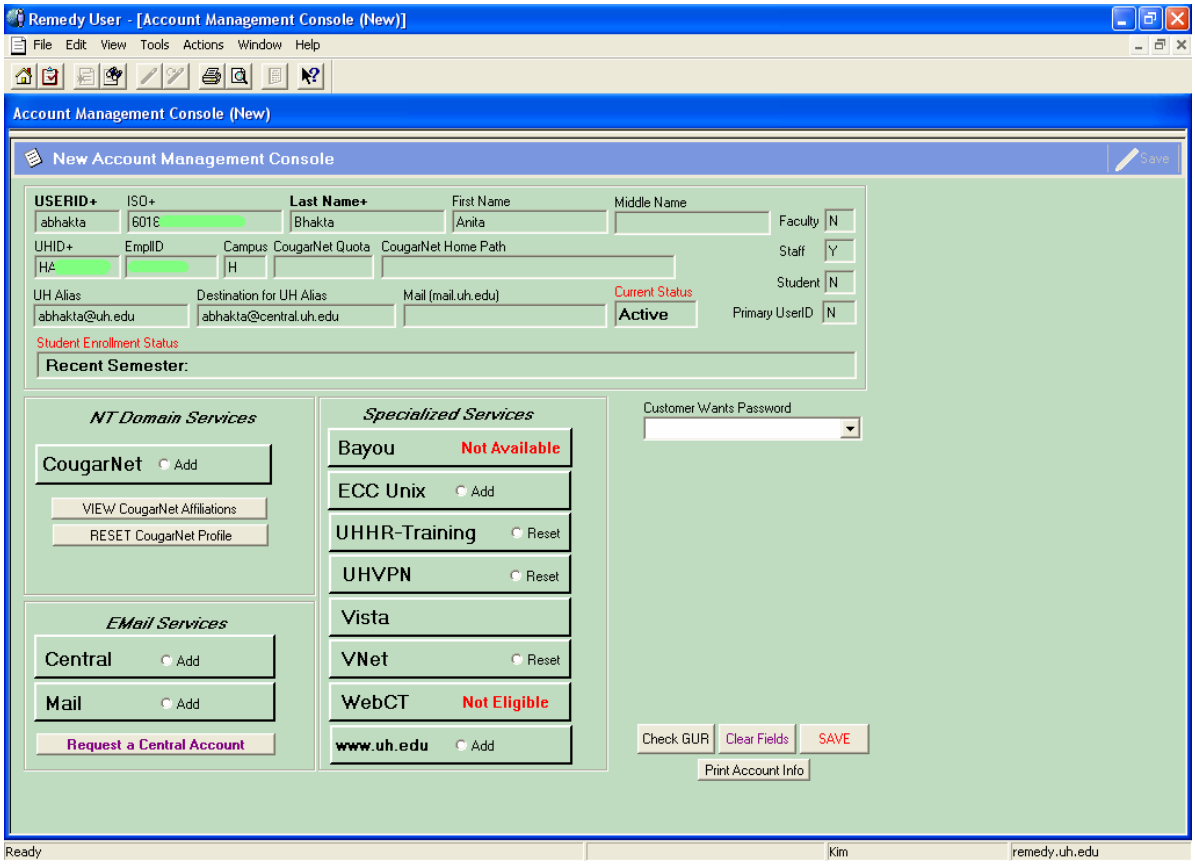
From the 'Support Home Page', click 'Manage Accounts' to get to the 'Account Management Console' screen. There are two major functions for the 'Account Management Console' (AMC):

- Add Resources
- Reset Passwords for Resources

Other functions are available for privileged Remedy Users, which will not be covered in this manual.

Add Resources:

You must first query the customer via 'UserID,' 'ISO' number, 'UHID,' or 'Last Name.' Once the 'UserID' has been queried, all relevant information will be filled in. Click the 'Add' radial button(s) for the resource(s) the customer is requesting and then click 'Save' button in the lower right hand corner. In this example, the Mail, www.uh.edu, and Ecc_Unix resources are being added. If the account is disabled, it will read 'Acct Disabled' in red. If there is no Bayou account, it will read 'Not Available' in red. If there is no Vista or WebCT account, it will read 'Not Eligible' in red.

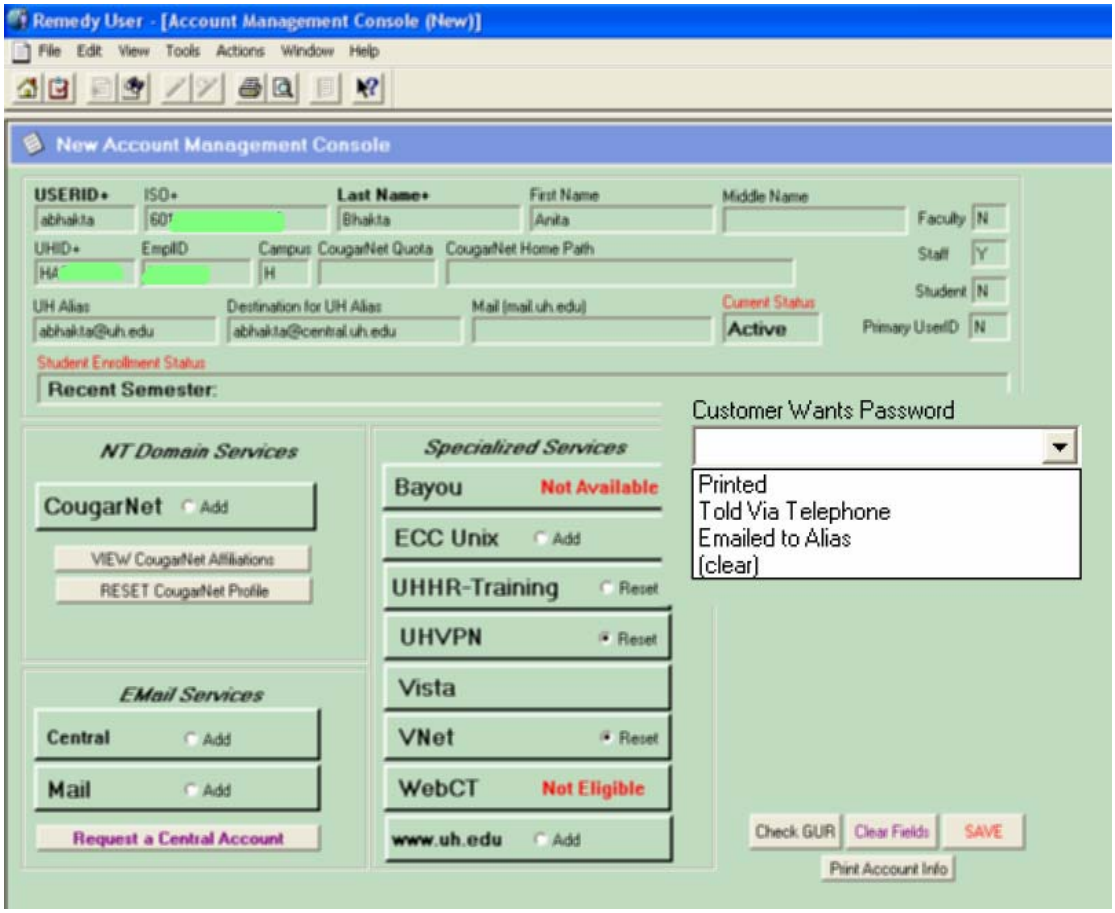


Reset Password for Resource(s):

To reset the password,

1. Query the customer information on the Account Management Console screen.
2. Click the 'Reset' radial button for the appropriate account.
3. Click on the 'Customer Wants Password' field.
4. Select the method of how the customer would like to receive their new password.
   - Printed – will allow a printout with the customer's account information and partial password. Important: once the page is printed, return to the AMC screen and click the 'Save' button to send the request.
   - Told Via Telephone – provide the partial password on the AMC screen.
   - Emailed To Alias – an email will be sent to the customer's alias.

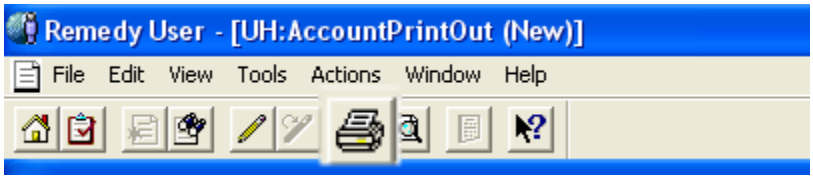
   NOTE 1: Partial passwords provided for "Printed" and "Told Via Telephone". The customer will need to add their two digit year of birth to the end of what is provided for the complete password. Complete password will be emailed to alias.
   NOTE 2: A selection *MUST* be made. If not, an error message will appear when attempting to click the 'Save' button.
5. Click 'Save' in the lower right hand corner. In the example below, the UHVPN and VNet resource passwords are being reset.

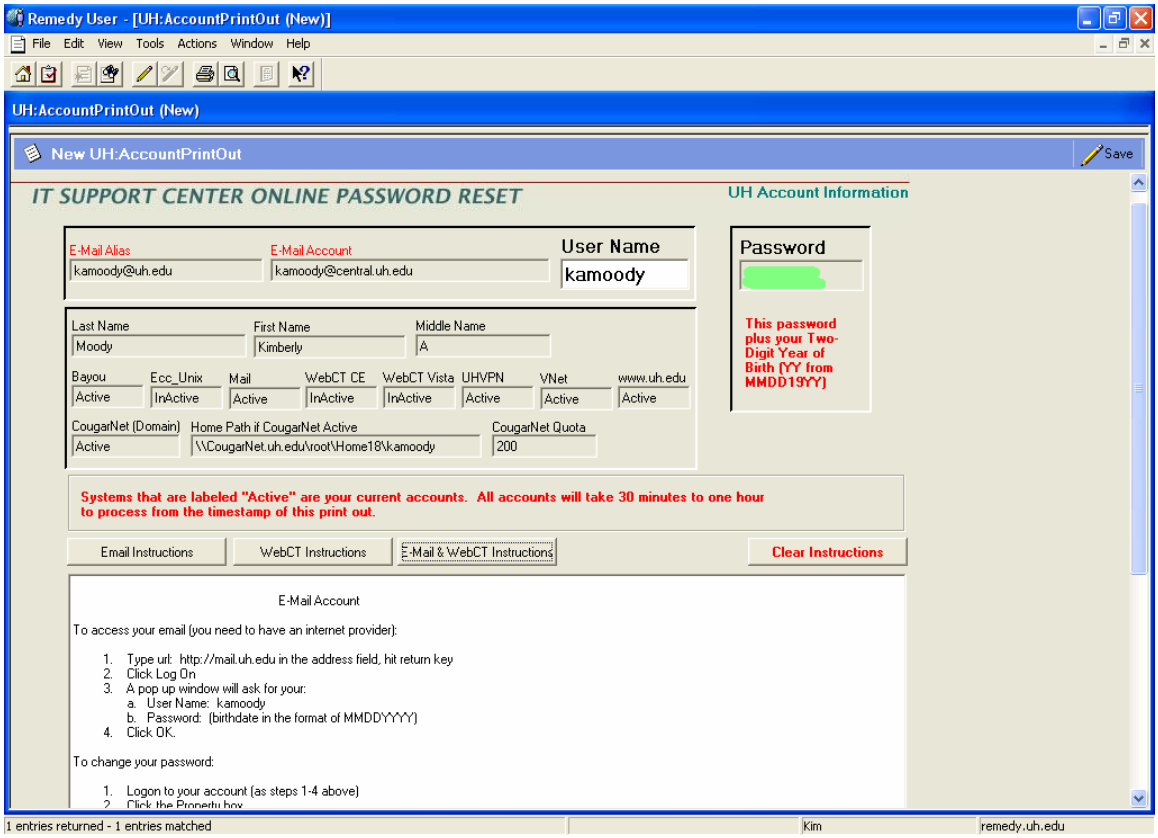


If the customer has Sponsored Account(s), then all 'Add' radial buttons will be hidden and the 'Reset' buttons will only show for the resources the customer has access to. Therefore, you will be able to reset the password for the systems or resources that this customer already has access to. The 'Add' radial buttons are hidden because all Sponsored Account customers must receive permission from their sponsor before having any other resources added. This may involve the customer having to fill out additional Sponsored Account forms, depending on the resource requested. Please check with the Sponsored Account team for further questions.

Examples of how the customer would like to receive their new password:

Printed:
Click on the printer button in the toolbar at the top of the screen.





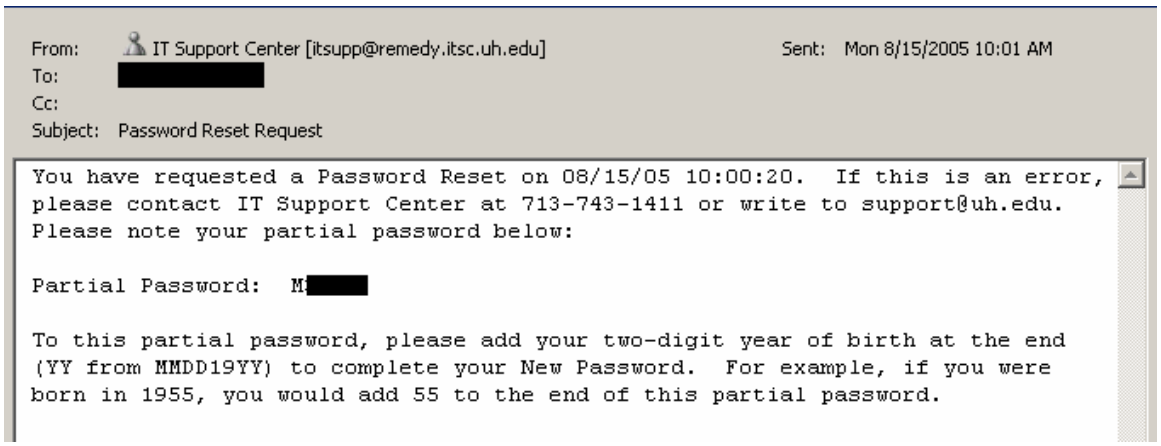
Remember: Once the page is printed, return to the AMC screen and click the 'Save' button. Only then will the request to reset be completed.

Told Via Telephone:

Partial password is located at the bottom right of the AMC (above the 'Save' button).

Emailed To Alias:

The password *does not* appear on the AMC screen. An email is sent directly to the customer.



From: IT Support Center [itsupp@remedy.itsc.uh.edu] Sent: Mon 8/15/2005 10:01 AM
To: [redacted]
Cc:
Subject: Password Reset Request

```
You have requested a Password Reset on 08/15/05 10:00:20.  If this is an error,
please contact IT Support Center at 713-743-1411 or write to support@uh.edu.
Please note your partial password below:

Partial Password:  M[redacted]

To this partial password, please add your two-digit year of birth at the end
(YY from MMDD19YY) to complete your New Password.  For example, if you were
born in 1955, you would add 55 to the end of this partial password.
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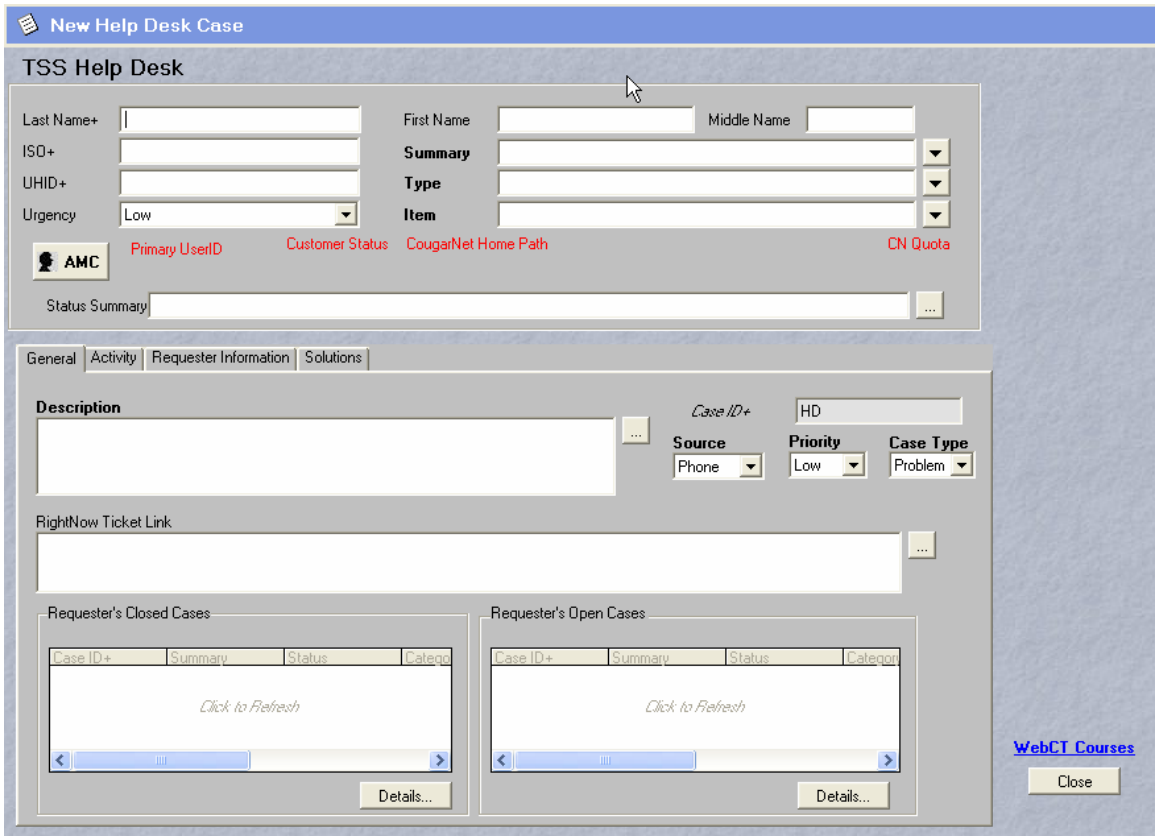
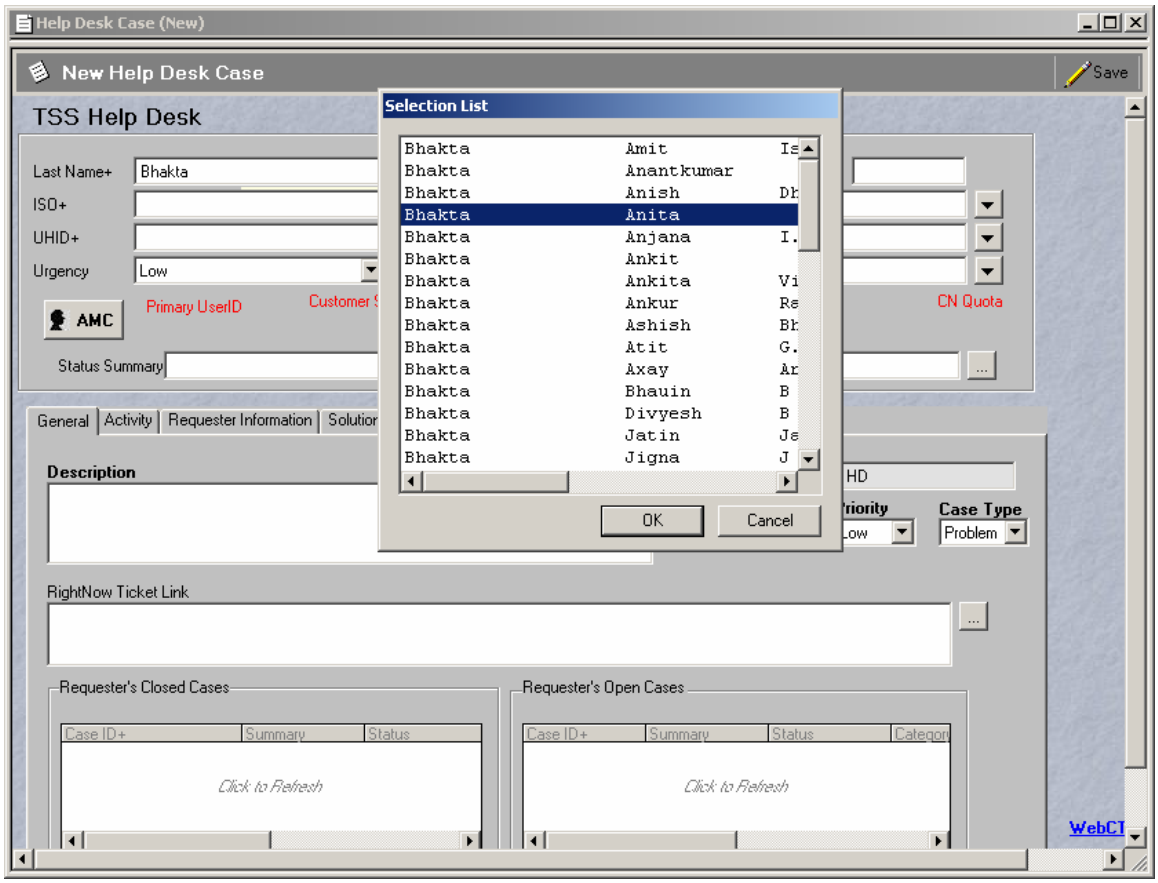
SECTION VI: NEW REQUEST

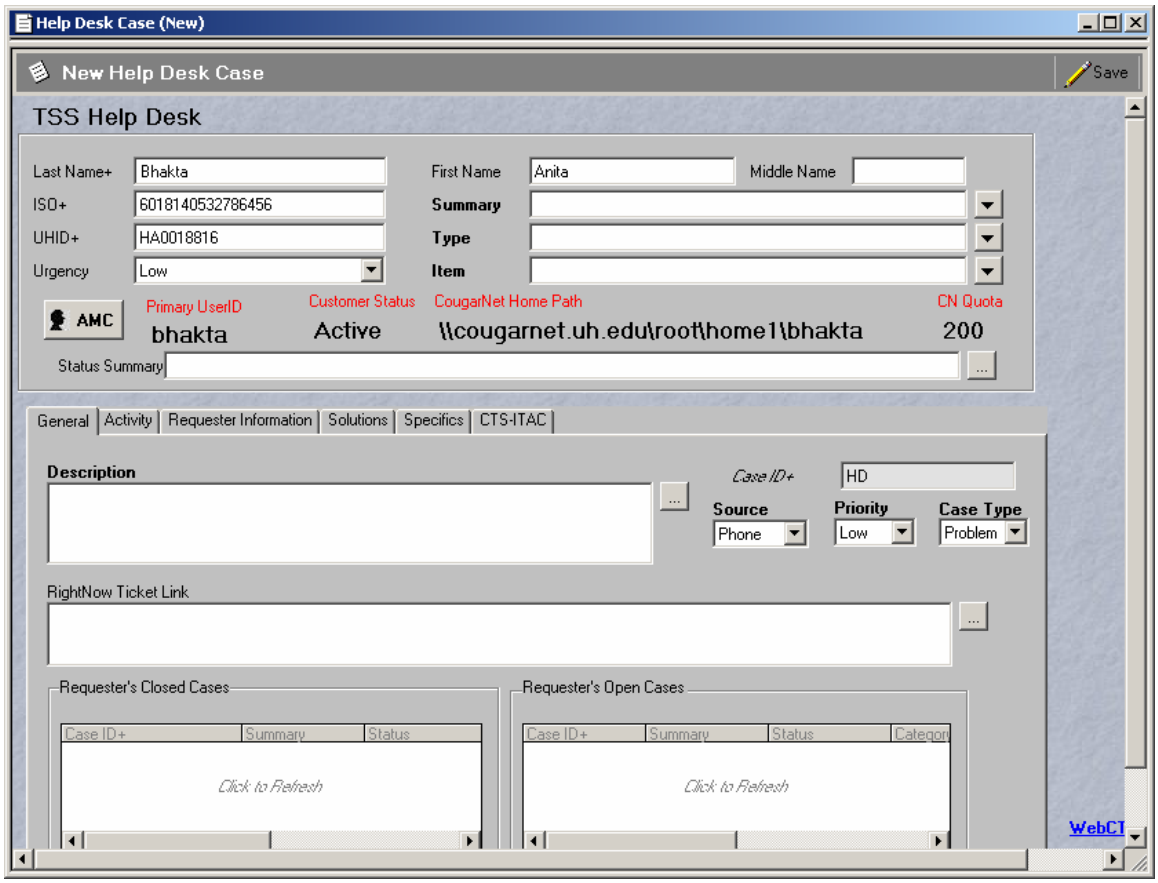
From the 'Support Home Page', click the 'New Request' and open the 'New Help Desk Case' screen.



Enter the 'Last Name' or any field with a + of customer information and hit return. Select the individual from the listing, if applicable.



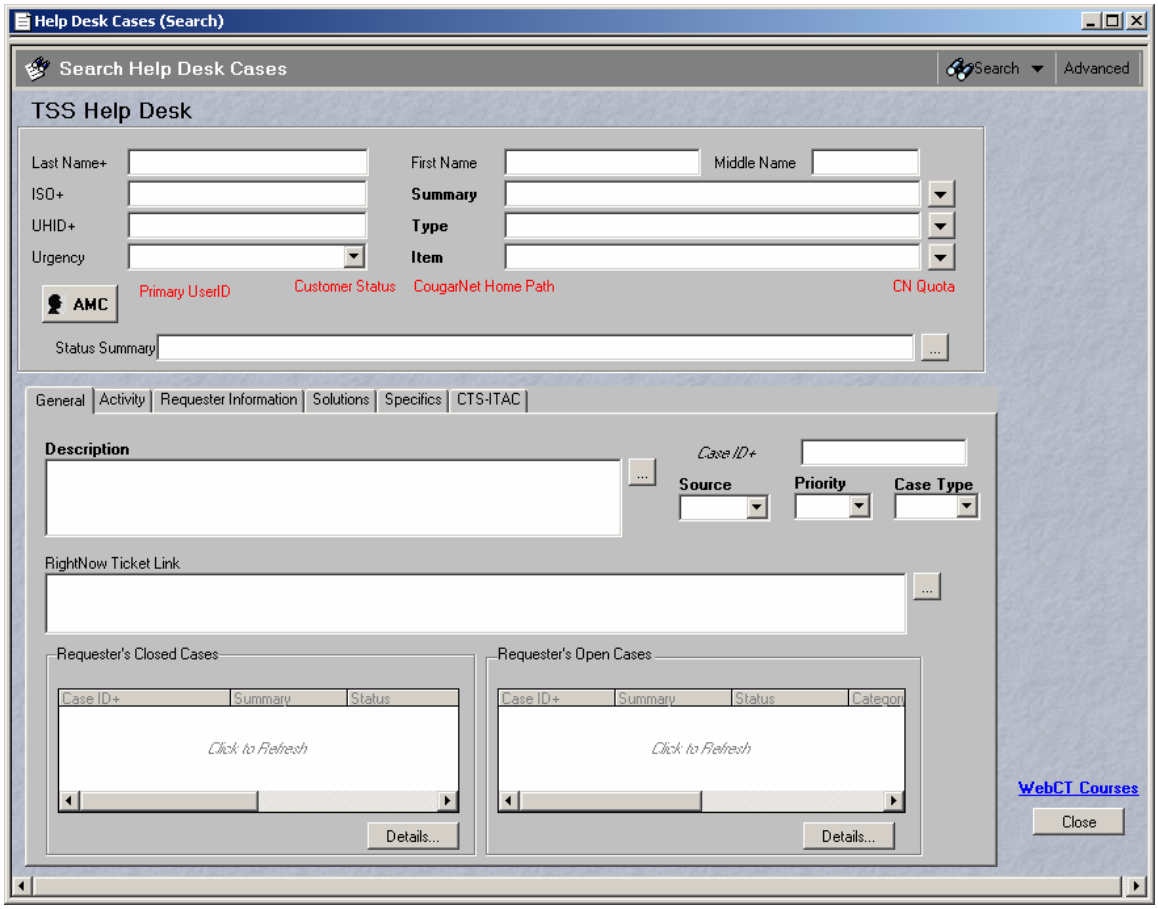
You must start by selecting the 'Summary' first and then fill out the rest of the form. Also, verify and update information within the Requester Information tab. Update the customer's Profile when needed. Since office visits are sometimes needed, it is a good idea to update the building and room number of the customer also.



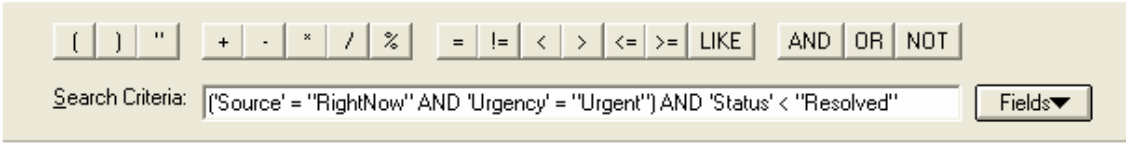
Once pertinent information is taken on the case, click the ‘Save’ button in the upper right hand corner.

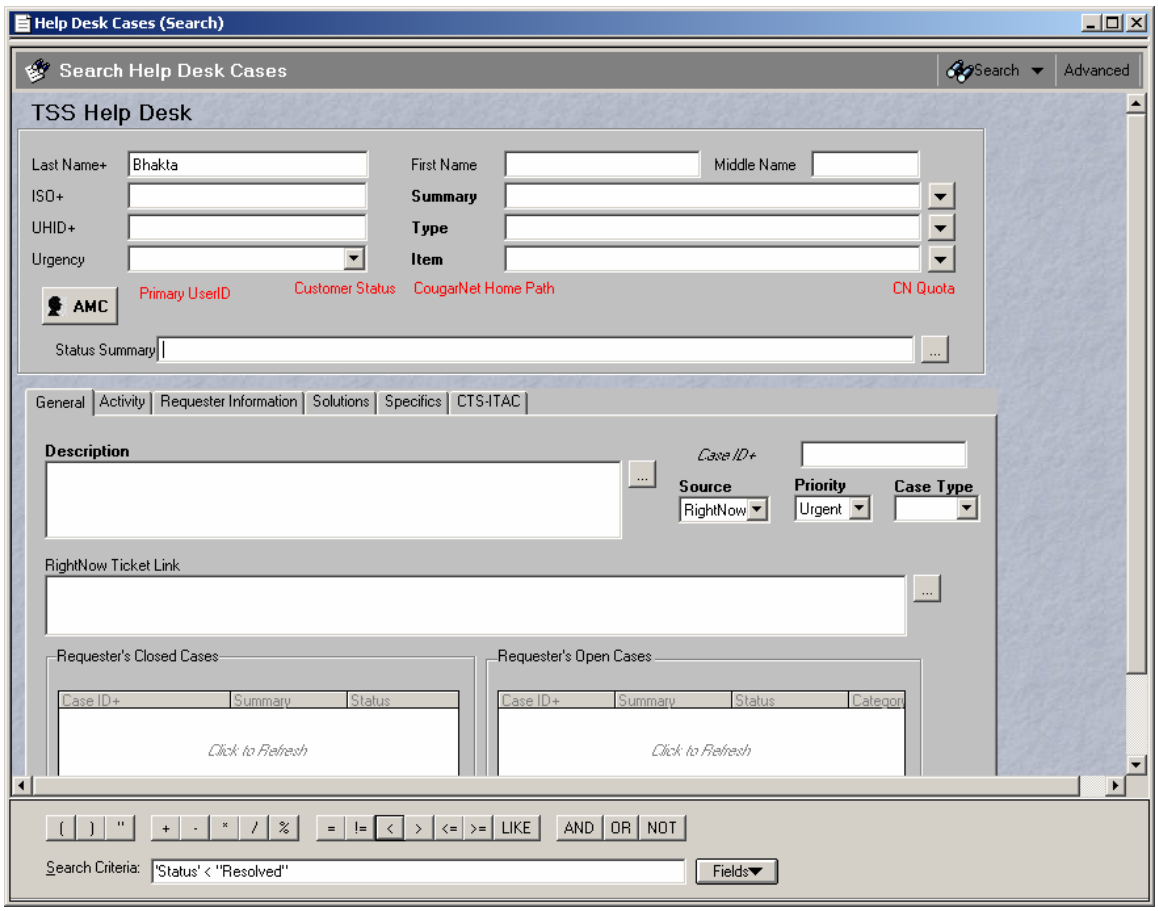
SECTION V: SEARCH FOR A REQUEST

From the 'Support Home Page', click the 'Search for Request'. Most common way to perform a search is via the 'Case ID'. You do not need to enter the leading zeros or the 'HD' for the 'Case ID'. You may just enter the digits or the complete 'Case ID' and then hit the enter key to query the case. 'Case ID' is the only field you can search with the enter key, all other fields you have to click the 'Search' button on the upper right hand corner.



If you do not have the 'Case ID', then enter the 'Last Name' or 'ISO' number in their respective fields and click the 'Search' button in the upper right hand corner. You can also perform some complex searches by using the 'Advanced Search' button located in the upper right hand corner. Here is an example of a query that can be placed in the 'Search Criteria:'

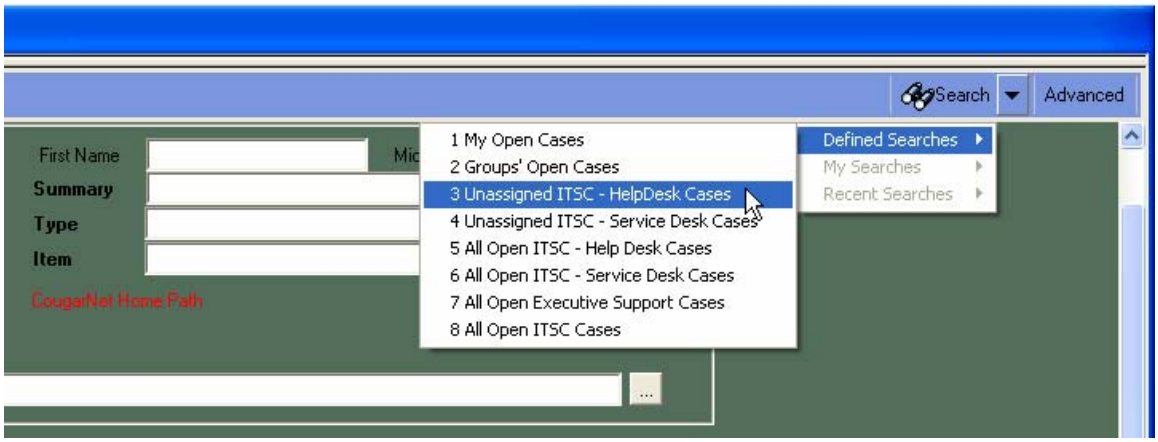




This query will obtain all cases which are open with the ‘Source’ set to “RightNow,” ‘Urgency’ set to “Urgent,” ‘Last Name’ set to “Bhakta” and ‘Status’ < “Resolved” in the Advanced ‘Search Criteria’.

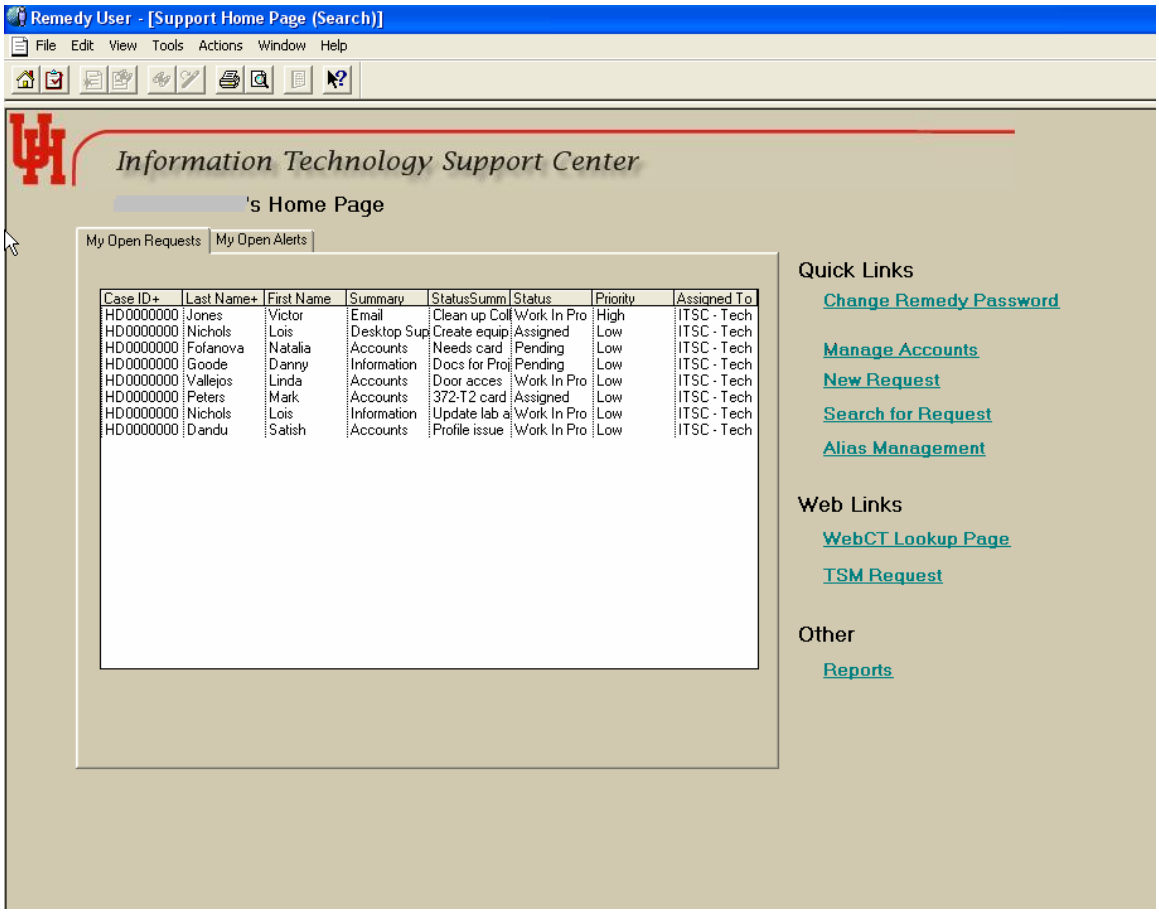
As you can see, the more complex your query is, the narrower is your results list.

Common complex queries can be found in the pull down menu under the 'Search' button in the upper right corner. Under the 'Defined Searches' selection, you can see the various search listings that may be commonly used.



SECTION VI: UPDATE A REQUEST

To update a case that belongs to you, simply go to the 'Support Home Page' and double-click the case that you want to update.



You will see the case in 'Modify' mode and you should update the 'Worklog' located under the 'Activity' tab or any other necessary information on the case.

When you search for a case by means of 'Case ID' or 'Last Name,' the case will also open in 'Modify' mode so that it can be updated.

SECTION VII: REMEDY USER TOOL MAINTENANCE
CLEARING OUT THE ARF AND ARV FILES

Purpose:

These files cache the current view of a form. Clearing out these files periodically will insure that the next time a form is accessed the most current configuration of that form is presented. This is especially important during times of heavy development on a form.

Procedure:

(1) In Remedy, go to **Tools > Account…**
(2) Click on the **Users…** button
(3) Locate your Username and note the location of your Home directory. (That column does expand out) – Figure 1

NOTE: For a PC with a single Remedy User, your User will be listed as Default User, unless a User has been added.

(4) Logout/Close Remedy User Tool

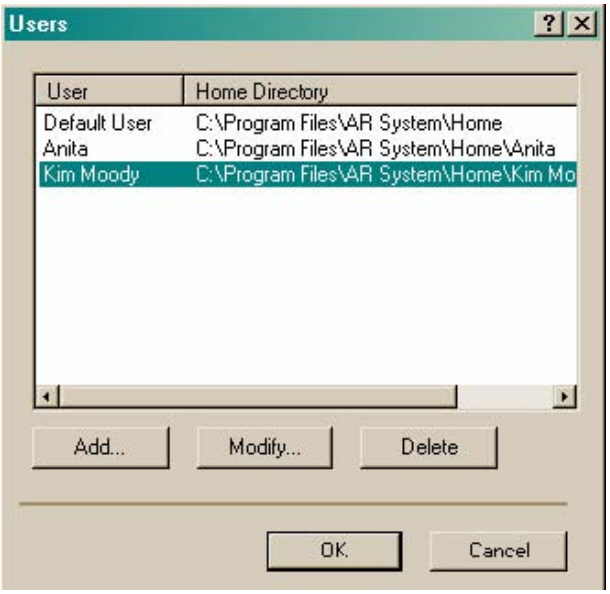


Figure 1: Remedy Users List

Example - C:\Program Files\AR System\Home\Kim Moody

(5) In Windows, go to **Start > My Computer**
(6) Select the Disk indicated in the Home Directory.
For example, C: is being used by the Home Directory.
(7) Open the folders in the path of the Home directory as shown in the Remedy Users List. For example:
Program Files > AR System > Home
Program Files > AR System > Home > Kim Moody
(8) Delete all the folders. **EXCEPT ARCmds. DO NOT delete the files –** only the folders.

(9) Log back into Remedy User Tool.

If there are further issues in bringing the up form, contact Remedy Administration at RemedyAdmin@Support.UH.EDU.