

Information Technology Support Center
Technology Support Services
University of Houston



User Basics

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<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](http://remedy.uh.edu)

CLICK ON MANUALS, THEN CLICK ON REMEDY: USER BASICS

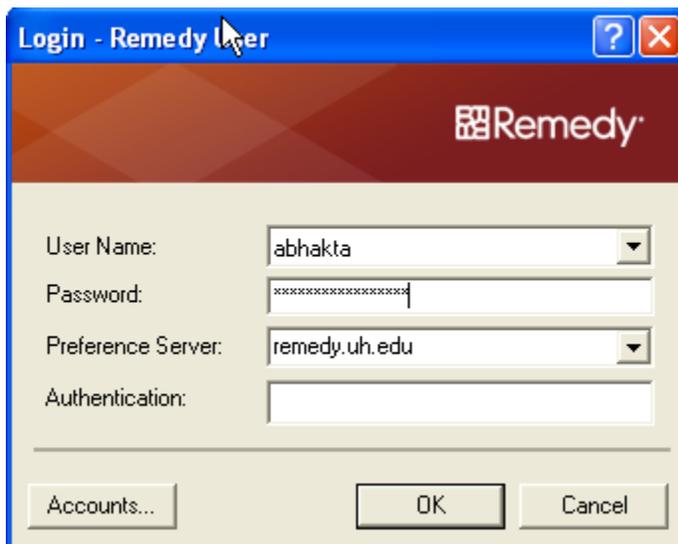
REMEDY: USER BASICS

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.

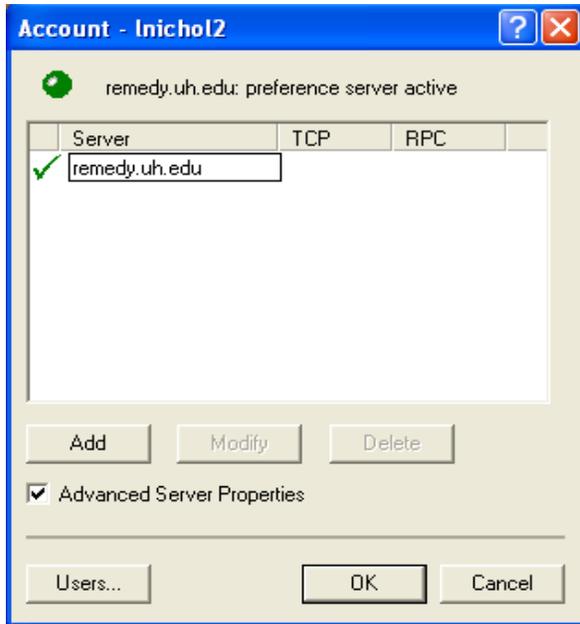
SECTION I: LOGGING IN

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.



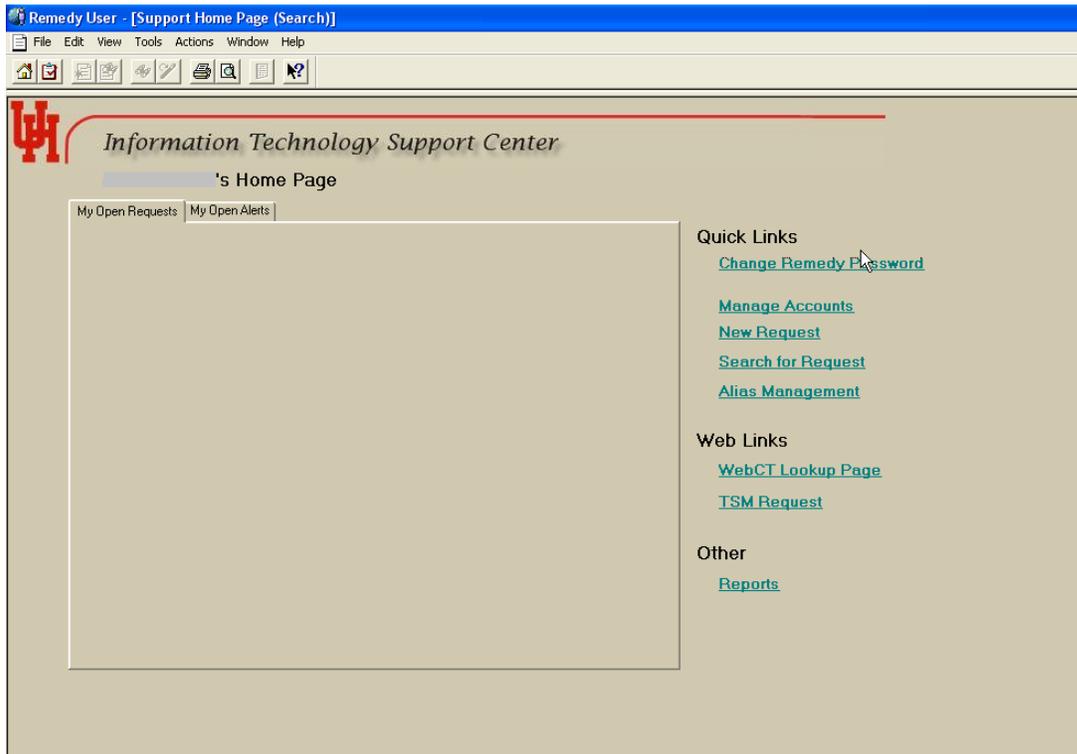
The image shows a Windows-style dialog box titled "Login - Remedy User". The dialog has a blue title bar with a question mark icon and a close button. The main area has a dark red header with the "Remedy" logo. Below the header, there are four input fields: "User Name" (containing "abhakta"), "Password" (masked with asterisks), "Preference Server" (containing "remedy.uh.edu"), and "Authentication" (empty). At the bottom, there are three buttons: "Accounts...", "OK", and "Cancel".

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

The screenshot shows a web browser window titled "Remedy User - [Support Home Page (Search)]". The browser's address bar and menu bar are visible. The main content area features the "Information Technology Support Center" logo and a user's home page. A table titled "My Open Requests" displays a list of support tickets. To the right of the table, there are sections for "Quick Links", "Web Links", and "Other". The "Quick Links" section contains a link labeled "Change Remedy Password".

Case ID+	Last Name+	First Name	Summary	StatusSumm	Status	Priority	Assigned To
HD0000000	Jones	Victor	Email	Clean up Coll	Work In Pro	High	ITSC - Tech
HD0000000	Nichols	Lois	Desktop Sup	Create equip	Assigned	Low	ITSC - Tech
HD0000000	Fofanova	Natalia	Accounts	Needs card	Pending	Low	ITSC - Tech
HD0000000	Goode	Danny	Information	Docs for Pro	Pending	Low	ITSC - Tech
HD0000000	Vallejos	Linda	Accounts	Door acces	Work In Pro	Low	ITSC - Tech
HD0000000	Peters	Mark	Accounts	372-T2 card	Assigned	Low	ITSC - Tech
HD0000000	Nichols	Lois	Information	Update lab a	Work In Pro	Low	ITSC - Tech
HD0000000	Dandau	Satish	Accounts	Profile issue	Work In Pro	Low	ITSC - Tech

Quick Links

- [Change Remedy Password](#)
- [Manage Accounts](#)
- [New Request](#)
- [Search for Request](#)
- [Alias Management](#)

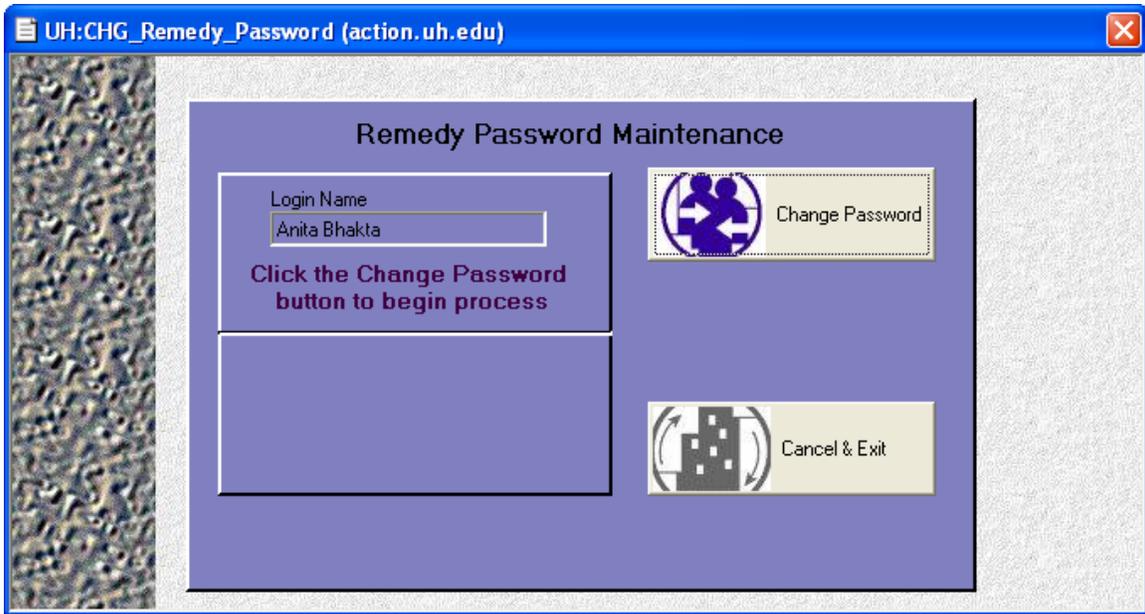
Web Links

- [WebCT Lookup Page](#)
- [TSM Request](#)

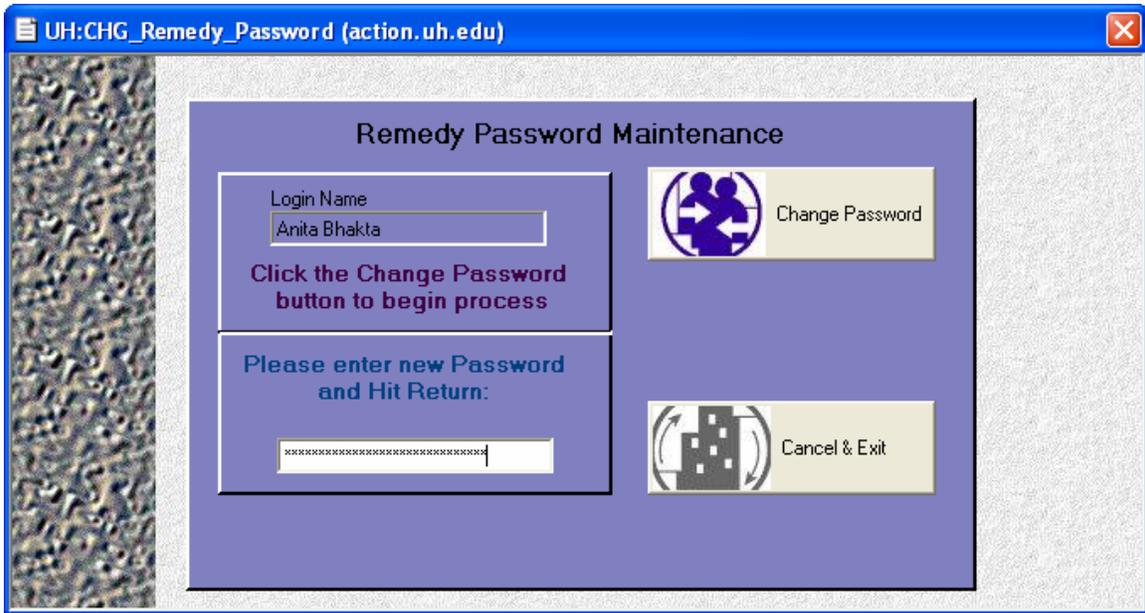
Other

- [Reports](#)

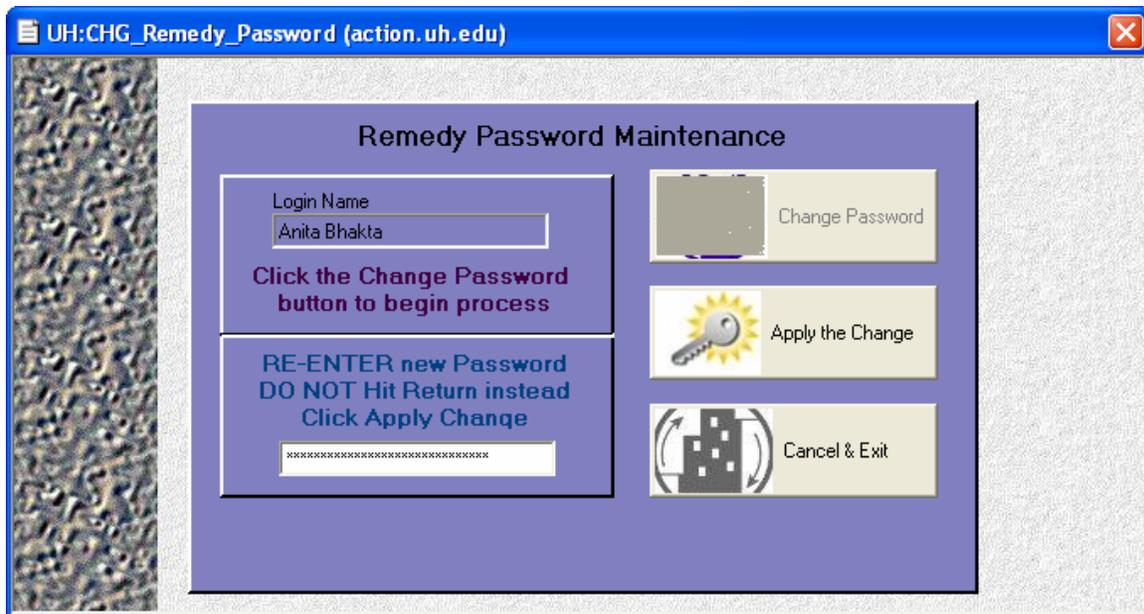
To change your Remedy account's password, click the 'Change Remedy Password' link from the 'Support Home Page.' You should see the following screen.



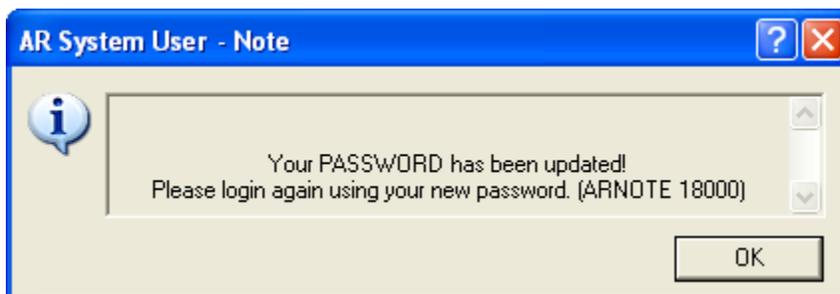
Click the 'Change Password' button and read all instructions.



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

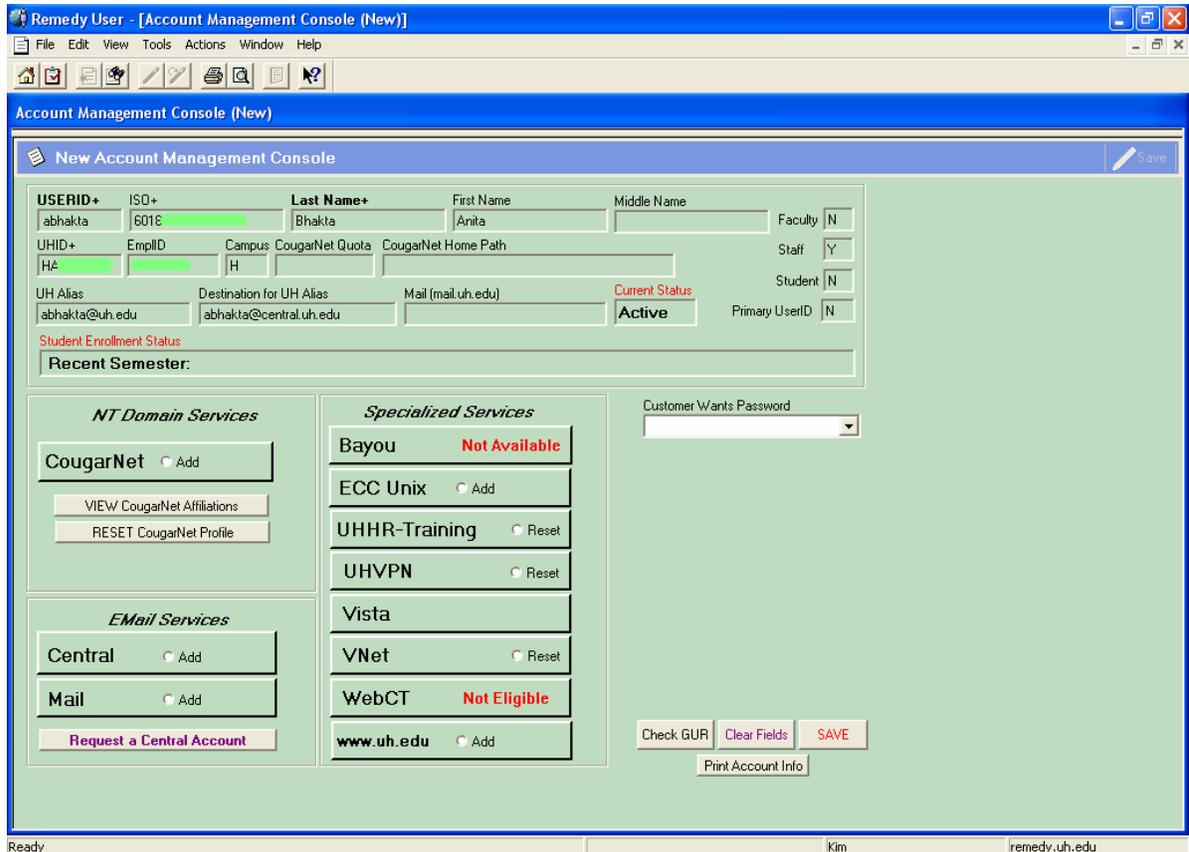
From the 'Support Home Page', click 'Manage Accounts' to get to the 'Account Management Console' screen. There are two major functions for the 'Account Management Console' (AMC):

- 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.

The screenshot displays the 'New Account Management Console' interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Tools', 'Actions', 'Window', and 'Help'. Below the menu is a toolbar with various icons. The main content area is divided into several sections:

- User Information:** Fields for USERID (abhakta), ISO (601), Last Name (Bhakita), First Name (Anita), Middle Name, Faculty (N), UHID (HA), EmpID, Campus (H), CougarNet Quota, CougarNet Home Path, Staff (Y), Student (N), UH Alias (abhakta@uh.edu), Destination for UH Alias (abhakta@central.uh.edu), Mail (mail.uh.edu), Current Status (Active), and Primary UserID (N).
- Student Enrollment Status:** A section for 'Recent Semester'.
- NT Domain Services:** Includes 'CougarNet' with an 'Add' button, and buttons for 'VIEW CougarNet Affiliations' and 'RESET CougarNet Profile'.
- Email Services:** Includes 'Central' and 'Mail' with 'Add' buttons, and a 'Request a Central Account' button.
- Specialized Services:** A list of services with 'Reset' buttons: Bayou (Not Available), ECC Unix (Add), UHHR-Training (Reset), UHVPN (Reset), Vista (Reset), VNet (Reset), WebCT (Not Eligible), and www.uh.edu (Add).
- Customer Wants Password:** A dropdown menu currently showing 'Printed', 'Told Via Telephone', 'Emailed to Alias', and '(clear)'. Below it are buttons for 'Check GUR', 'Clear Fields', 'SAVE', and 'Print Account Info'.

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.

Remedy User - [UH:AccountPrintOut (New)]

File Edit View Tools Actions Window Help

UH:AccountPrintOut (New)

New UH:AccountPrintOut Save

IT SUPPORT CENTER ONLINE PASSWORD RESET UH Account Information

E-Mail Alias: kamoody@uh.edu E-Mail Account: kamoody@central.uh.edu User Name: kamoody

Password: [REDACTED]

This password plus your Two-Digit Year of Birth (YY from MMDD19YY)

Last Name: Moody First Name: Kimberly Middle Name: A

Bayou	Ecc_Unix	Mail	WebCT CE	WebCT Vista	UHVPN	VNet	www.uh.edu
Active	InActive	Active	InActive	InActive	Active	Active	Active

CougarNet (Domain): Active Home Path if CougarNet Active: \\CougarNet.uh.edu\root\Home18\kamoody CougarNet Quota: 200

Systems that are labeled "Active" are your current accounts. All accounts will take 30 minutes to one hour to process from the timestamp of this print out.

Email Instructions WebCT Instructions E-Mail & WebCT Instructions Clear Instructions

E-Mail Account

To access your email (you need to have an internet provider):

1. Type url: http://mail.uh.edu in the address field, hit return key
2. Click Log On
3. A pop up window will ask for your:
 - a. User Name: kamoody
 - b. Password: (birthdate in the format of MMDDYYYY)
4. Click OK.

To change your password:

1. Logon to your account (as steps 1-4 above)
2. Click the [Printout](#) how

1 entries returned - 1 entries matched Kim remedy.uh.edu

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.

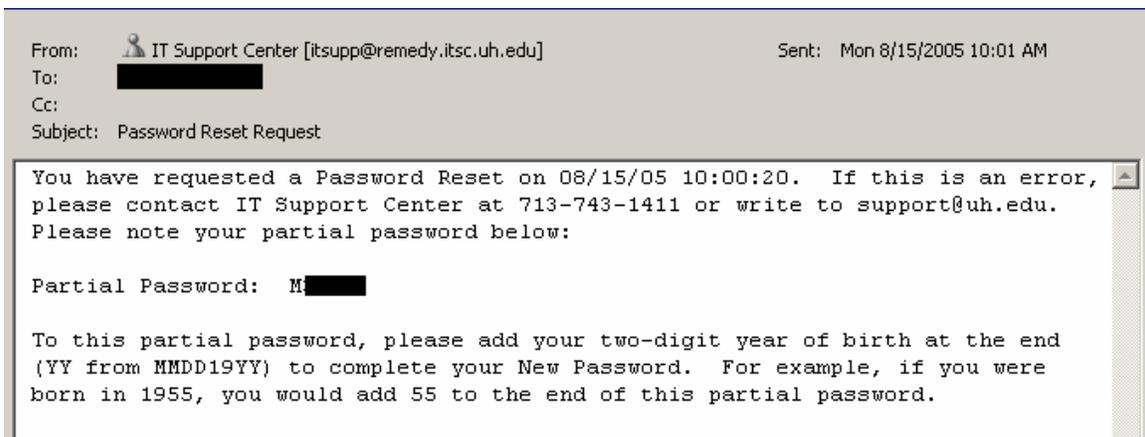
Told Via Telephone:

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.



SECTION VI: NEW REQUEST

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

New Help Desk Case

TSS Help Desk

Last Name+ First Name Middle Name

ISO+ **Summary**

UHID+ **Type**

Urgency **Item**

AMC Primary UserID Customer Status CougarNet Home Path CN Quota

Status Summary

General | Activity | Requester Information | Solutions

Description

Case ID+

Source Priority Case Type

RightNow Ticket Link

Requester's Closed Cases

Case ID+	Summary	Status	Category
Click to Refresh			

Requester's Open Cases

Case ID+	Summary	Status	Category
Click to Refresh			

[WebCT Courses](#)

Close

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

The screenshot shows the 'New Help Desk Case' form in Remedy. The form is titled 'TSS Help Desk' and includes fields for 'Last Name+' (Bhakta), 'ISO+', 'UHID+', and 'Urgency' (Low). A 'Selection List' dialog box is open, showing a list of names with 'Bhakta Anita' selected. The form also has tabs for 'General', 'Activity', 'Requester Information', and 'Solution'. A 'Description' field is present, along with a 'RightNow Ticket Link' field. At the bottom, there are two tables for 'Requester's Closed Cases' and 'Requester's Open Cases', both with columns for Case ID+, Summary, Status, and Category. The 'Requester's Open Cases' table also has a 'Category' column. A 'WebCT' link is visible in the bottom right corner.

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.

New Help Desk Case [Save]

TSS Help Desk

Last Name+ First Name Middle Name

ISO+ Summary

UHID+ Type

Urgency Item

AMC Primary UserID: **bhakta** Customer Status: **Active** CougarNet Home Path: **\\cougarnet.uh.edu\root\home1\bhakta** CN Quota: **200**

Status Summary

General | Activity | Requester Information | Solutions | Specifics | CTS-ITAC

Description Case ID+

Source Priority Case Type

RightNow Ticket Link

Requester's Closed Cases

Case ID+	Summary	Status
Click to Refresh		

Requester's Open Cases

Case ID+	Summary	Status	Category
Click to Refresh			

WebCT

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

SECTION V: SEARCH FOR A REQUEST

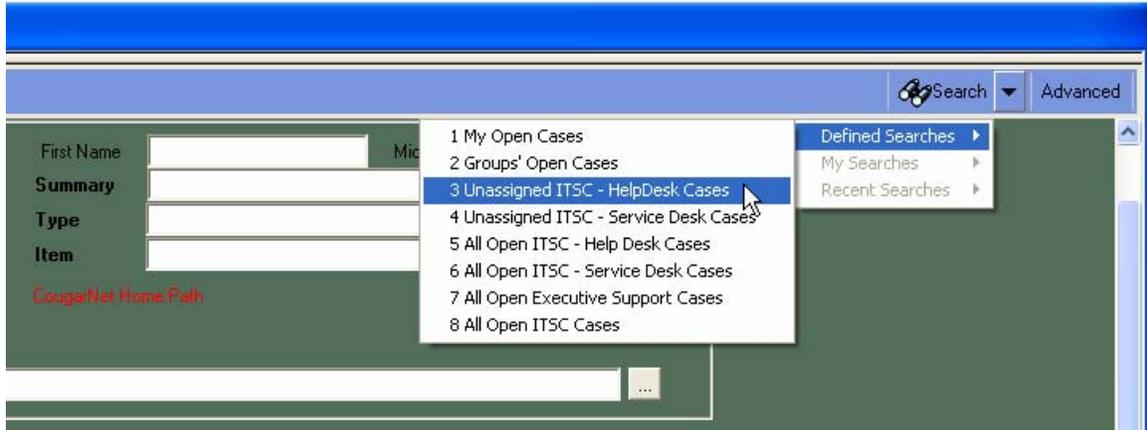
From the 'Support Home Page', click the 'Search for Request'. Most common way to perform a search is via the 'Case ID'. You do not need to enter the leading zeros or the 'HD' for the 'Case ID'. You may just enter the digits or the complete 'Case ID' and then hit the enter key to query the case. 'Case 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’.

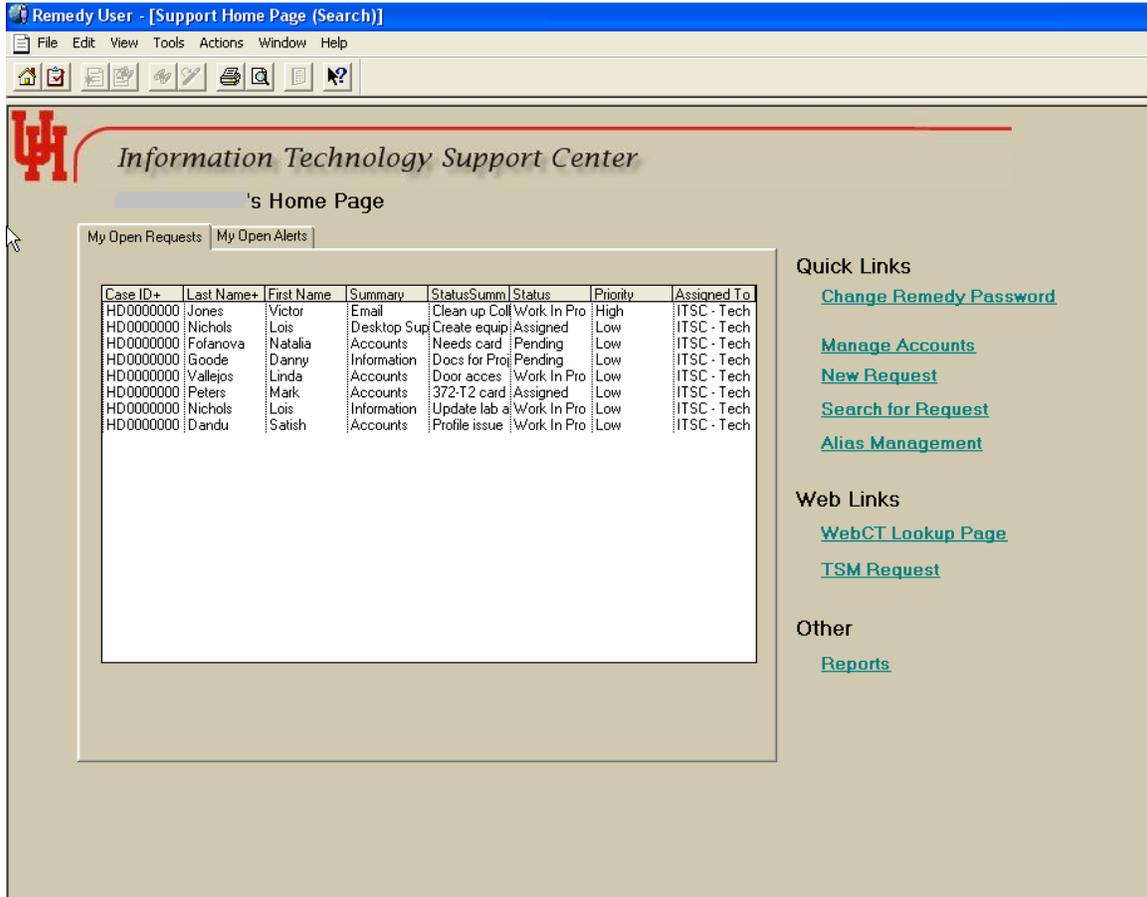
As you can see, the more complex your query is, the narrower is your results list.

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.



The screenshot shows a web browser window titled "Remedy User - [Support Home Page (Search)]". The browser's address bar and menu bar are visible. The main content area displays the "Information Technology Support Center" logo and the user's "Home Page". Below the logo, there are tabs for "My Open Requests" and "My Open Alerts". A table of open requests is displayed, with columns for Case ID, Last Name, First Name, Summary, Status, Priority, and Assigned To. To the right of the table, there are sections for "Quick Links" (Change Remedy Password, Manage Accounts, New Request, Search for Request, Alias Management), "Web Links" (WebCT Lookup Page, TSM Request), and "Other" (Reports).

Case ID+	Last Name+	First Name	Summary	StatusSumm	Status	Priority	Assigned To
HD0000000	Jones	Victor	Email	Clean up Col	Work In Pro	High	ITSC - Tech
HD0000000	Nichols	Lois	Desktop Sup	Create equip	Assigned	Low	ITSC - Tech
HD0000000	Fofanova	Natalia	Accounts	Needs card	Pending	Low	ITSC - Tech
HD0000000	Goode	Danny	Information	Docs for Pro	Pending	Low	ITSC - Tech
HD0000000	Vallejos	Linda	Accounts	Door acces	Work In Pro	Low	ITSC - Tech
HD0000000	Peters	Mark	Accounts	372-T2 card	Assigned	Low	ITSC - Tech
HD0000000	Nichols	Lois	Information	Update lab a	Work In Pro	Low	ITSC - Tech
HD0000000	Dandu	Satish	Accounts	Profile issue	Work In Pro	Low	ITSC - Tech

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

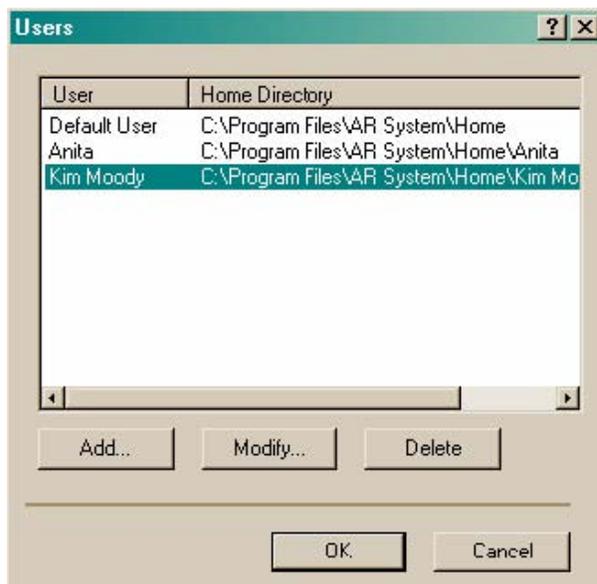


Figure 1: Remedy Users List

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.