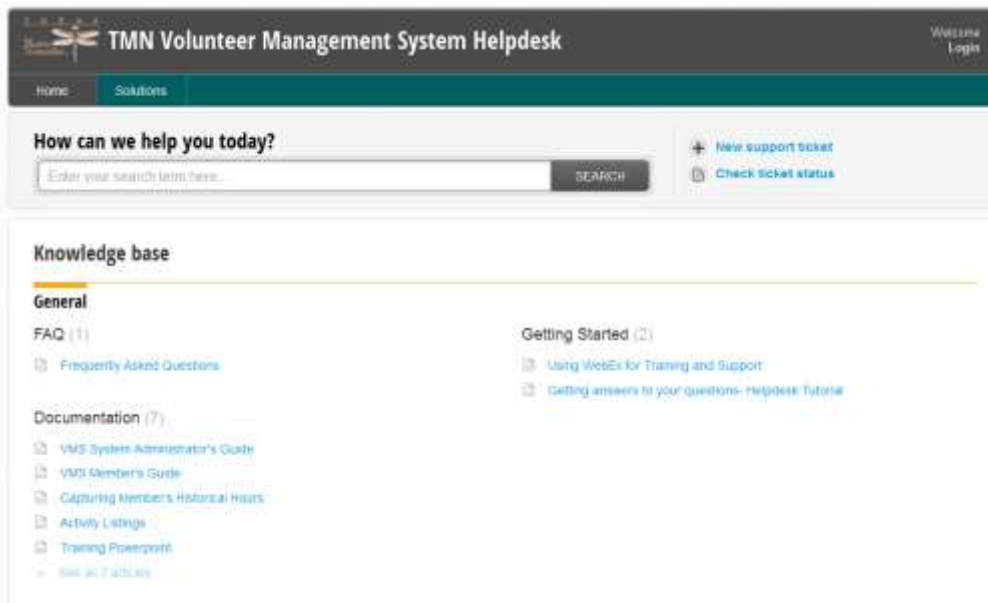# Help Desk
# User Guide
# for
# Texas Master Naturalist
# Members

Last Updated August 20, 2018

Texas Parks and Wildlife Department ● 4200 Smith School Road ● Austin, Texas 78744
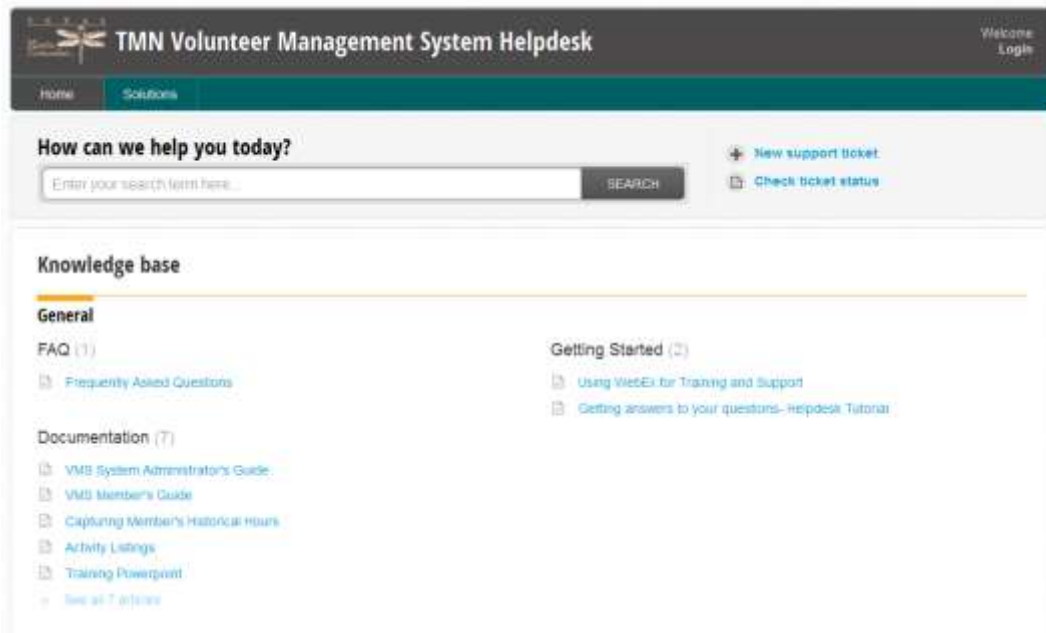
## What is the Help Desk?

The TMN Help Desk is implemented on "FreshDesk" which is a web-based helpdesk solution that the VMS Implementation Team uses to generate two-way communication with the Texas Master Naturalist members. The helpdesk is used to assist and provide solutions for members who are experiencing issues with or who have questions about the Volunteer Management System (VMS). You can access the TMN "FreshDesk" solutions by using your browser to navigate to the TMN state website "https://txmn.org/help".
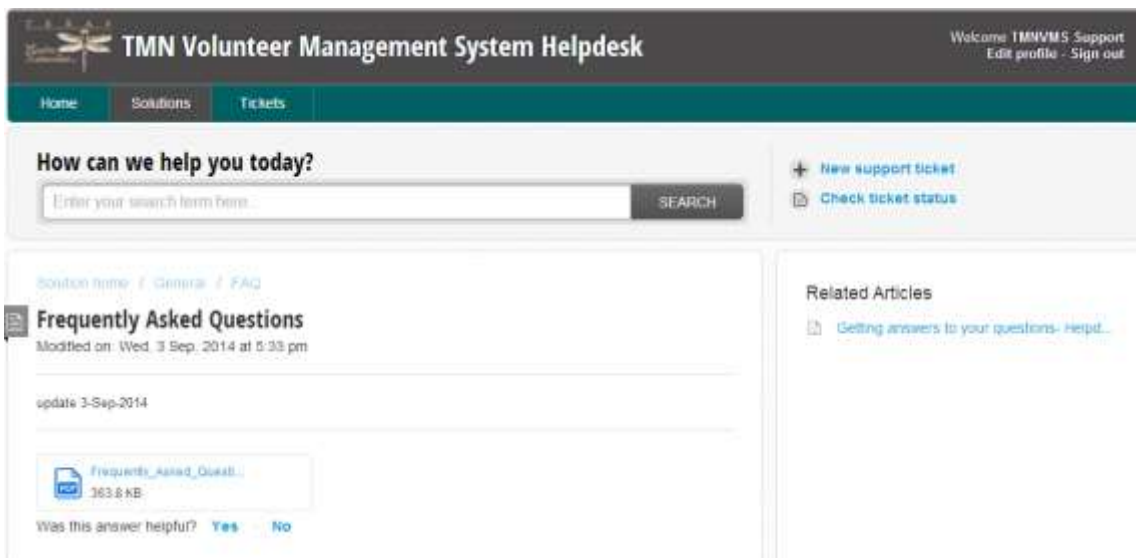


## What is available on FreshDesk?

On the Texas Master Naturalist (TMN) Help Desk support page, you will find answers to "frequently asked questions", getting started videos, and VMS documentation as well as solutions to previously answered questions. You may also submit a question or a VMS problem of your own and track it through to the solution using the Help Desk.

To view any of the documentation, including the frequently asked question and videos, you do not need to login to the Help Desk, but merely navigate to the TMN Help Desk site ("https://txmn.org/help") and click on the item you wish to view or download. Using the "Search" feature will search the **titles** in the Knowledge Base only.
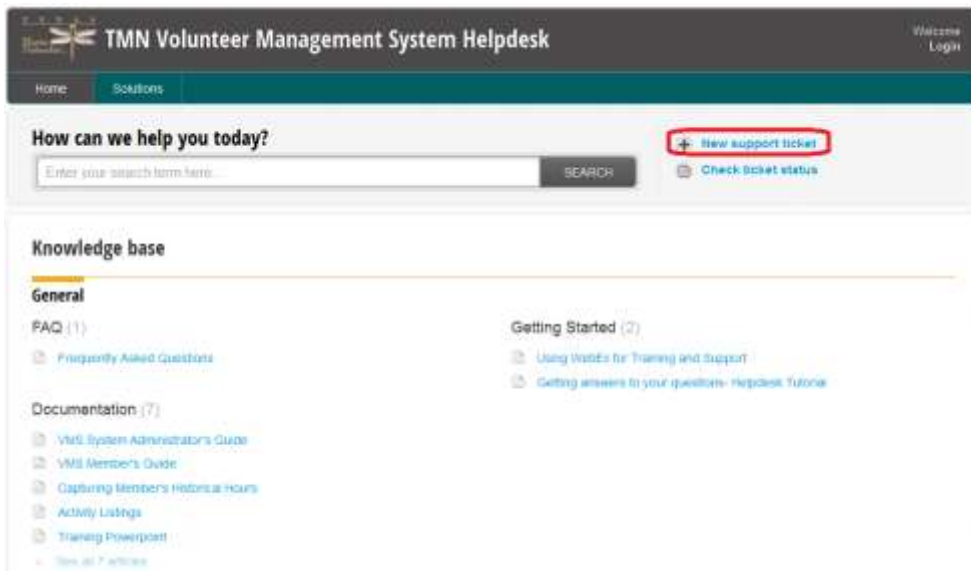
For example to view the "FAQ" (frequently asked questions), click on the FAQ item.



Then click on the document title (in blue) to open the document.
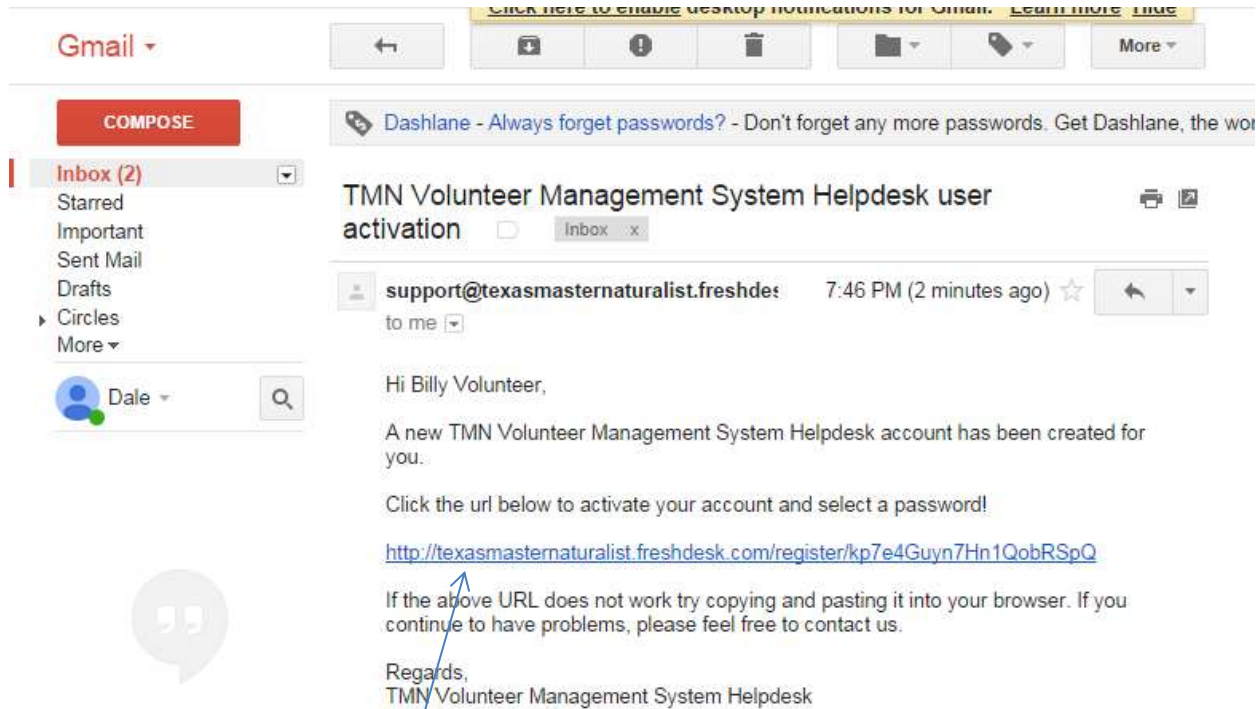
**Submit a New Support Ticket**

To create a new support ticket, from the Help Desk main page, click on "New Support Ticket" in the upper right portion of the screen (see the screen shot on the next page).

Complete the information requested: enter your email address in the box with that label, enter the "Subject" (see the example below), enter the name of your TMN Chapter, and enter as detailed a "Description" of the issue as you can, providing screen shots as they can be helpful as well.



Click on the "Submit" button. This will create your ticket, assign it a number and email you a notification to the email address you supplied in the ticket. You should always use the same email address when submitting tickets.

If this is the first time you have submitted a ticket, a new Help Desk account will be created for you and you will receive a confirmation email (similar to the image below) that an account has been created for you.
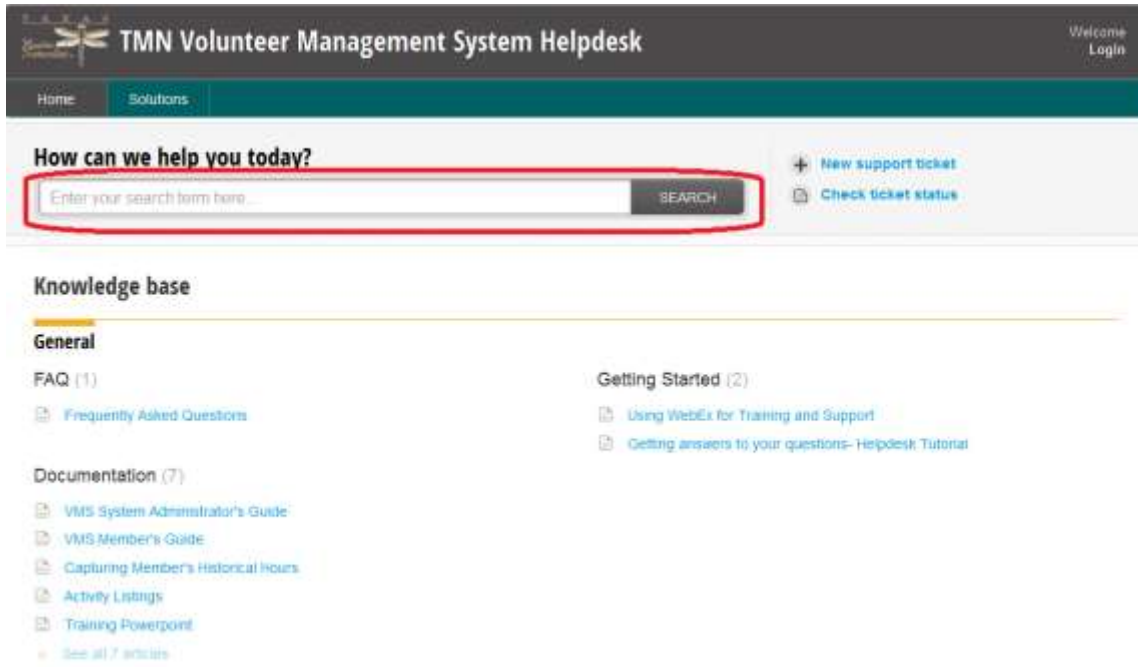


Additionally, you will always receive a confirmation email that the ticket you placed has been created.

You can click on the link in the confirmation email to view the status and progress of your ticket item(s).

Click on "Home" to take you back to the main "Help Desk" page. From here, you may logout, enter another ticket item, examine a "Solution", or search for solutions.

**Search for a solution to your issue**

To maximize your search success, you would want to be logged in to "FreshDesk". If you do not log in, the Search will only search the titles of the Solutions on this page. Click the login button in the upper right corner and enter your email address and the password you created earlier.



On the "Help Desk" main page, enter keywords from your question in the "Search" box, for example, to find solutions involving attachments, just enter "attachments" and click on "Search".

If you get a large number of solutions returns, you may refine your search by entering additional keywords, for example "image attachments" and click on "Search".