

WLS Help Desk & Support

Online help is available at it.westchesterlibraries.org for the following:

- Evergreen
- Account, Email, and Google Drive
- WLS shared eResources
- Hardware and software support
- [Technology resource and support overview](#)

There are three ways to contact the help desk

1. Call (914) 674-3616 for urgent issues and login questions.
2. Send an email to helpdesk@wlsmail.org.
3. Registered users (up to 3 per library) may sign in and submit a request via the Dude Solutions online portal.

To contact us through email or the online portal, send **one request with RELATED issues**.

For example, “3 examples of an item not circulating correctly” in one email is ok.

“The OPAC is not working, can’t edit a note, holds not trapping” is not ok.

Please include:

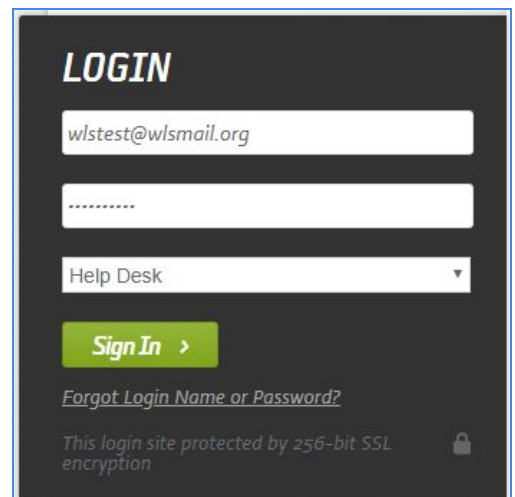
- A text description of what you were trying to do when you got the error, **ESPECIALLY**,
 - Item name and barcode ID
 - Patron name and barcode ID
 - Relevant details
- A screenshot of the error message you received, **preferably by using the Snipping tool**.

To use the online portal

Any staff member can contact the WLS help desk via phone or email for help. Each library has chosen up to 3 staff members who are registered in the online portal so that they can submit and track the progress of work orders.

1. Go to <https://login.facilitydude.com>
2. Enter username which is your work email address
3. Password -- 8 character, 1 number, 1 upper case
4. From the dropdown, **choose Help Desk**.
Note: selecting any other option will prompt you to start over.
5. Click *Sign in*.

You will receive an email to confirm the account. Follow the link to confirm your account and sign in.



The screenshot shows a dark-themed login page titled "LOGIN". It features a text input field containing the email address "wlstest@wlsmail.org", a password input field with masked characters ".....", and a dropdown menu currently set to "Help Desk". A green "Sign In >" button is positioned below the fields. At the bottom, there is a link for "Forgot Login Name or Password?" and a security notice: "This login site protected by 256-bit SSL encryption" accompanied by a lock icon.

Once you're signed in, on the help desk request page,

1. Choose

- Work type
- On Behalf of (optional) - enter a registered username
- Location - your library
- Building - leave blank
- Area - (optional) part of building affected

^ Ticket Details

Work Type:	ILS problem
On Behalf Of	Parker, Peter (wlstest@wlsmail.org)
Location:	WLS HQ
Building:	Start typing...
Area:	Start typing...

2. Enter a description, including

- A brief, 5-word description of the request
- The VDI workstation name from the bottom right corner of your desktop screen eg. WLS001
- A text description of what you were trying to do, **ESPECIALLY if applicable**,
 - Item title and barcode ID
 - Patron name and barcode ID

Description:

Can't print receipt for patron.

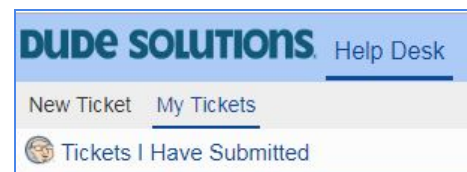
WLS0001

After checking out to the patron I could not print their receipt. I tried using the Quick Receipt option and Done, but nothing happened.

Patron barcode: 210381234567890

To track a work order

- Select *My Tickets*.
- A list view of submitted work orders displays.
- Use the Pencil icon to edit, cancel, or clone your work order. Click *Close* when finished.
- Click the Plus icon to expand your ticket view. If the work order is complete, the resolution will display beneath it.



	I...	Date Submitted	Reported By	On Behalf Of	Work Type	Priority	Status	Description	Assigned To
		9 8/22/19 12:30 PM	wlstest@wlsmail.org	wlstest@wlsmail.org	ILS problem	● Medium	Complete	Can't print receipt for patron. WLS0...	apryor@wlsmail.org
Source: Requester Portal									
Resolution: Please take a look at the information entered in the patron's summary. For example, if the email address field was entered incorrectly- this will prevent receipts from printing. Please let me know if this is t									
		8 8/21/19 6:12 PM	wlstest@wlsmail.org	wlstest@wlsmail.org	Mouse	● Medium	Canceled by Requester	CLONE TEST - A.P. WLSIT0003 ==...	Unassigned
		7 8/21/19 6:05 PM	wlstest@wlsmail.org	wlstest@wlsmail.org	Mouse	● Medium	New Request	TEST #2 - A.P. WLSIT0003	Unassigned