



WLS IT Support Desk

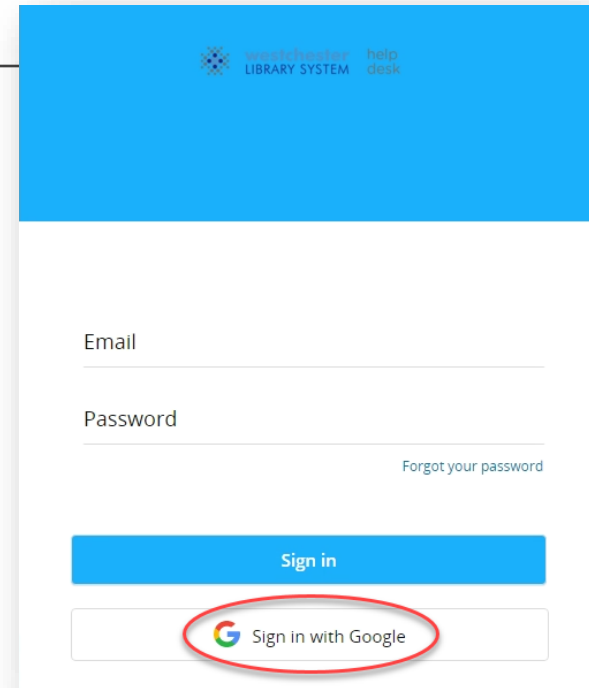
SOLARWINDS HOW-TO & REVIEW

WLS IT Support Access

Use the SolarWinds Portal

1. Go to <https://westls.samanage.com>
2. Choose *Sign in with Google*.
3. Enter your WLS or library email and password
4. Click *Sign in* and follow the prompts.
The SolarWinds home screen displays.

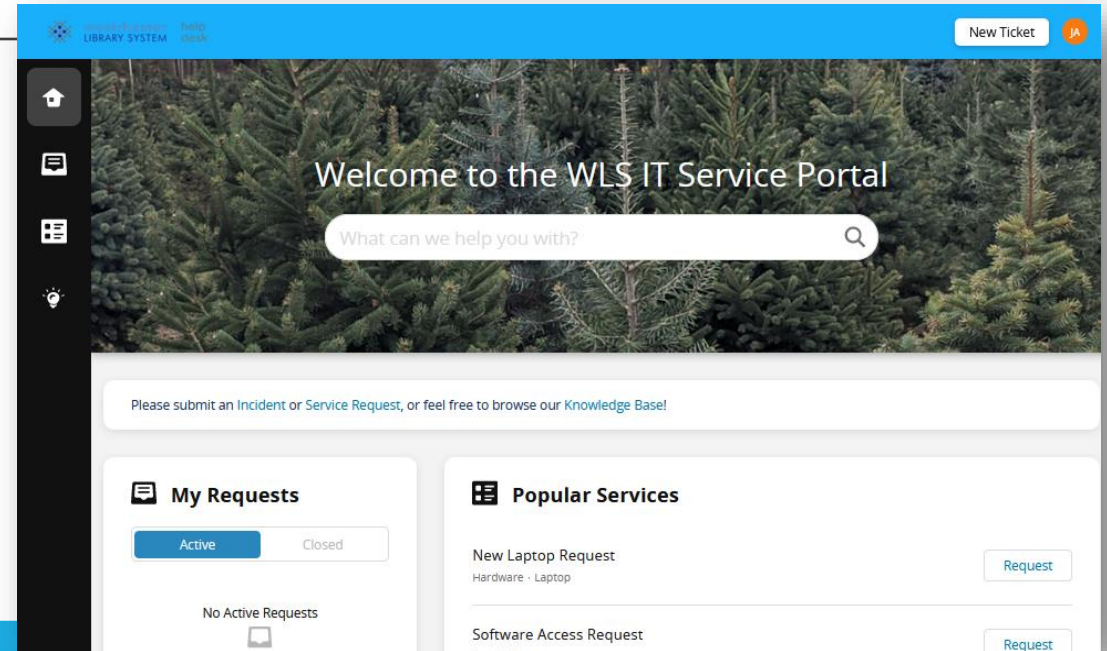
You can also contact support through email or phone.



The screenshot shows the login interface for the SolarWinds portal. At the top, there is a blue header with the Westchester Library System logo and the text 'LIBRARY SYSTEM help desk'. Below the header, there are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot your password'. Below the input fields is a blue button labeled 'Sign in'. At the bottom of the form, there is a button labeled 'Sign in with Google' which is circled in red.

Navigation

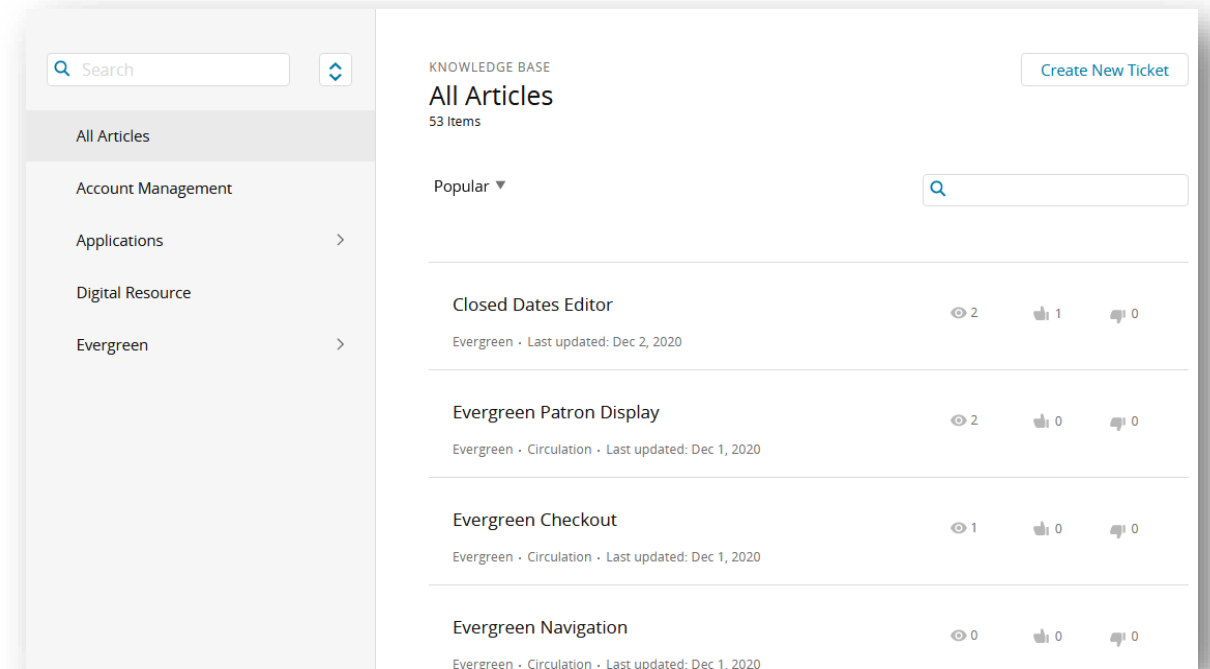
- My Account
- Welcome Screen
- Left Navigation
- Incident or Service Request?
 - Incidents are unplanned
 - Service Requests are planned



Service Request	Incident
I want to add an access point.	Wireless is down.
I forgot my password. Please reset it.	I can't get into my Evergreen account.
Please set my EG Sunday hours to 10-5	Patrons didn't get phone call notices yesterday. Eg. Smith, 21012300030450

Search the Knowledge Base

- Knowledge Base
 - Browse
 - Search
 - Rate articles
- Search All
 - Incidents
 - Service Requests
 - Knowledge Base




Service Request Ticket

- Free text request
- Coming soon:
- Forms for common requests
 - New employee account
 - Add or remove equipment
 - Evergreen Hours of Operation change

← SERVICE REQUEST > HARDWARE > LAPTOP

New Laptop Request

Category Hardware - Sub Category Laptop



Please use this form to request a new company issued laptop.

Requester *

CC

Laptop Type *

Additional Hardware

Incident Ticket

- Subject
- Description
- Category>Subcategory
- Site
- Attachments

Requester (Email or Name)
Janie

[Add CC](#)

Subject
Patron Removed from Evergreen??

Description
Hi,
I looked up patron Allison Demo (21038300030470) yesterday and now she isn't in Evergreen anymore! Her record should still be there!
Help!
Thanks,
Janie, [BDV](#)

Category * Site
Subcategory Department

Attachments (right-click to download)
Maximum allowed file size is 25 MB
[evergreen-patron-search-no-results.PNG](#)



Ticket Details

Via email or the online portal, send one request with **RELATED** issues

- For example, “3 examples of an item not circulating correctly” in one email
- Not “The OPAC is not working, can’t edit a note, holds not trapping”

Please include:

- A text description of what you were trying to do when the trouble occurred, **ESPECIALLY**,
 - Item name and barcode ID
 - Patron name and barcode ID
 - Title name and Title Control Number (TCN)
 - A screenshot of relevant display or the error message you received, **preferably by using the Snipping tool.**

Ticket Process

- Track progress in SWSD or email
- Receive notifications
 - Ticket creation
 - Comments/Activity
 - Resolution
 - Survey


Incident #29 I can't log in to Evergreen! Inbox x

WLS HelpDesk
Your incident was received [#29] ### Reply above this line to add a comment

WLS HelpDesk
Allison Midgley commented on incident [#29] ### Reply above this line to add a comment

WLS HelpDesk via [samanage.com](#)
to me ▾

Reply above this line to add a comment

 Allison Midgley resolved incident #29

Helpdesk Contacts

For Library Staff

- Log into the portal
- Email support@wlsmail.org
- Call the helpdesk

Patrons may reach out to their local library for assistance.