HELP! SolarWinds and WLS Support For Libraries

WLS HELP DESK HOW-TO

SolarWinds Service Portal

SolarWinds Sign-on

1.Go to *https://westls.samanage.com*

2.Scroll down and click *Single Sign-on*

3.Enter your AD/VDI/Evergreen username in the "long format"

firstname.lastname@westchesterlibraries.org

4.Enter your AD/VDI/Evergreen password.

5.Click *Sign in.* The SolarWinds Service Portal displays.

In a VDI session, use the Help Desktop Portal shortcut on the desktop. The portal will load with your login.
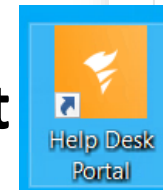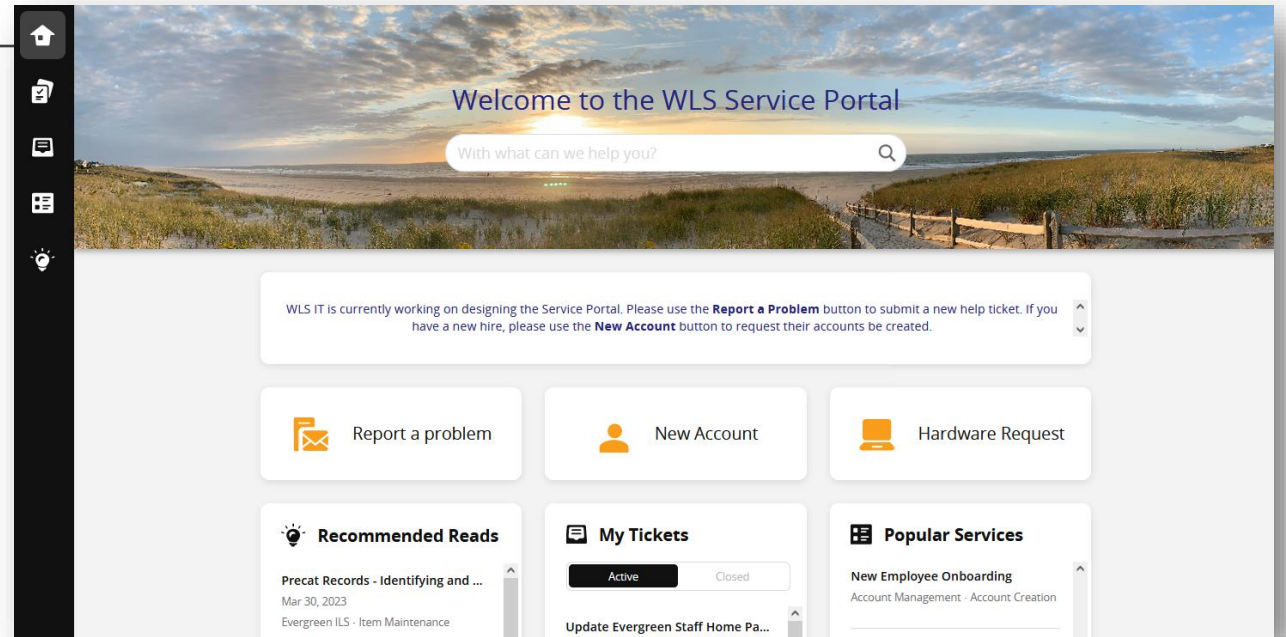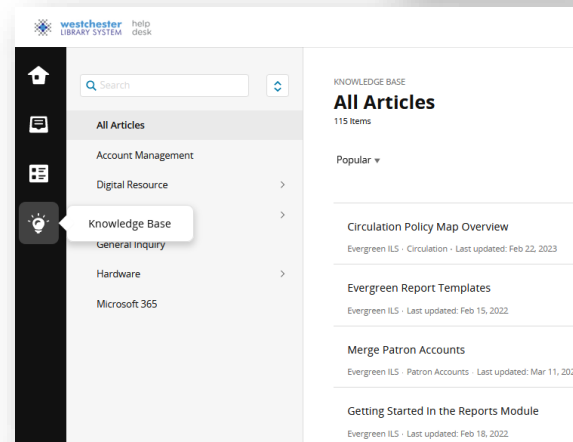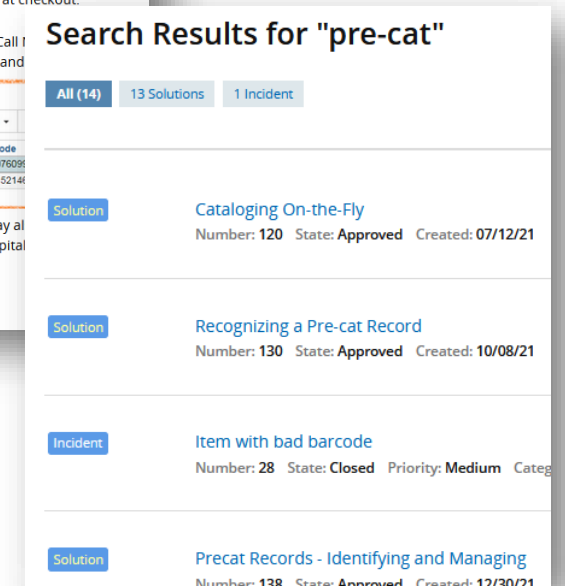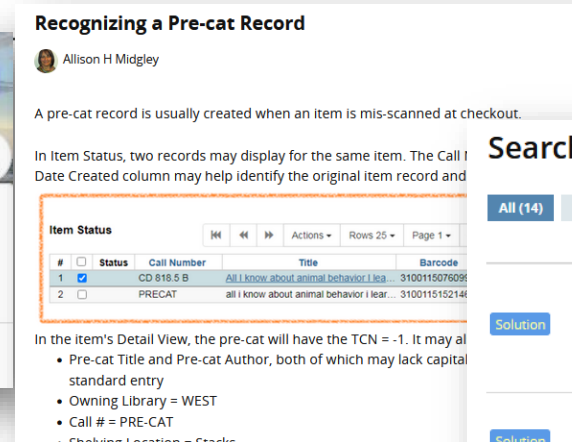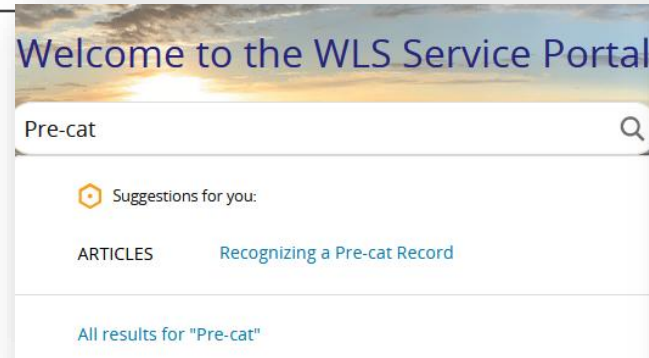
Navigation

Welcome Screen
- Search the Knowledge Base
- Report a problem
- New Account Request
- Recommended Reads
- My Tickets
- Popular Services

Left Navigation

Search the Knowledge Base

- Search
  - Suggestions
  - All results
- Results
  - Articles/Solutions
  - Incidents
- Browse

Report a problem/place a request

Enter a
- Subject
- Detailed description
  SolarWinds provides links to suggested articles that may help you. If you find the help you need, go to the tab with your service request and cancel.

To continue your service request,
- Choose a Category and Subcategory
- (optional) Enter email addresses of relevant staff
- Attach files, screenshots, etc.

Report a problem
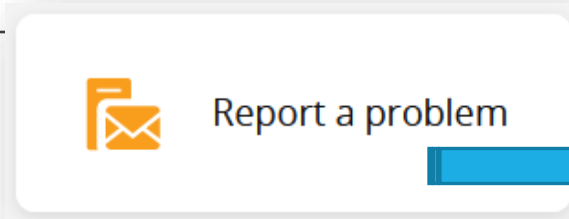
Requester (Email or Name) *
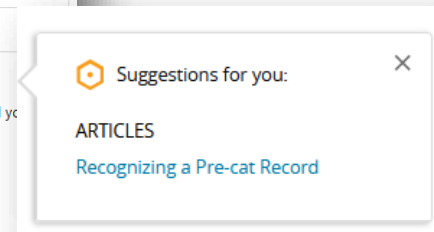
Janie Demo

Subject *

Can't delete a pre-cat record

Description

Hello,

The pre-cat item 3103830 won't delete. When I looked it up, it's owned by WLS. Will yo
please delete it?

Thanks,

Janie

Suggestions for you:

ARTICLES
Recognizing a Pre-cat Record

Category *

Evergreen ILS

Subcategory

Catalog

CC

Site

BDH

Ticket Details

Via the online portal or email, 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.**

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LIBRARY SYSTEM

Empowering libraries. Empowering communities.

View & Track Your Tickets

View, track, and respond
- SolarWinds
- Email

Receive notifications
- Ticket creation
- Comments/Activity
- Resolution
- Survey

Helpdesk Contacts

For Library Staff

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

Patrons receive assistance through their local library.

Help Desk Information on the IT Wiki

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