JIRA ServiceDesk Customer Portal

The JIRA ServiceDesk Customer Portal (aka the Tech Central Help Center) is where users can enter technology requests and report issues with technology services at MassArt.

The portal allows users to easily track the progress of all open issues reported by a particular user, and allows the user to provide updates to their service requests, search for information on services, and review past service request entries.

To access the Tech Central Customer Portal, open a browser and navigate to helpdesk.massart.edu or techcentral.massart.edu. Both addresses will bring you to the customer portal.

Once the portal has loaded, you will be prompted to log in with your MassArt NetID and password.

If you do not have a MassArt NetID, you can select “sign up for an account” which will prompt you for an email address, password and your full name. Once the requested information has been entered, users can access the portal with their email address and password.

Once you have either logged in with your NetID and password, or set up an account with the service desk, you will be brought to the Tech Central Help Center main page. Here you can choose to search for information pertaining to the request/issue you would like to submit to the helpdesk, or browse from a list of specific request types for a form that best suits your needs.

Need Help?
Email: helpdesk@massart.edu
Call: 617.879.7888
Visit: Tower 312
Reference: Technology Knowledge Base
For example, if you were experiencing a wireless network issue, you can searching for the term "wireless" in the search field and you will be presented with a couple of request forms that relate to our networks at MassArt:

If you cannot find the specific request form you are looking for, you can return to the main Help Center page to browse through a selection of Service Desk forms for one that best suites your needs:

The Tech Central Help Center request forms are organized into service categories (to the left-hand side of the page) to better help you find what you are looking for. Each service category, when selected, will show the request forms available within the specific category to the right-hand side of the page. You can select the request form that you would like to submit, or, if you do not see what you are looking for, you can submit a "General IT Request" for the Service Desk.

Once you have located the form you would like to submit, select the form and provide the requested information to submit it to the Service Desk. Unless the field is specified as (Optional) it is required that you enter the requested information to submit the form to Tech Central.
If you are unable to provide the required information for the request, you can submit a "General IT Request" explaining why the information cannot be provided, or you can submit an email to helpdesk@massart.edu, which will generate a ticket for further followup.

Once you have completed the form, select the button at the bottom of the page to create the issue:

Create

When the issue has been created, you will be brought to a page to review the information you have entered.

Here you can choose to add additional comments, attach documents...
...and add people as participants to the issue. Any individual added to the issue as a participant will receive email updates on any activity, comments, or resolution to the submitted request (much like CCing an individual on an email).

JIRA ServiceDesk will send email notifications to you and any other users participating in your requests when the ticket is commented or updated. These emails’ subjects will be preceded by a HELPDESK header, and will be sent from helpdesk@massart.edu.

Users can choose to reply to this email in their email inbox, which will update the ticket in JIRA. Alternately, users can select the option to “Add Comment” or select the specific request reference number (i.e. TC-46) to navigate to the Tech Central Help Center portal to update the ticket directly.
Users can review any requests or issues submitted to the Service Desk, regardless of the method through which they are submitted (call, walk-in, email, customer portal) through the Tech Central Help Center. When logged into the Tech Central Help Center, users will be able to see a count of the active tickets in their name by looking in the upper right-hand corner of the page, next to their user profile avatar:

When the “Requests” icon is selected, users can detail in to see a list of these active requests and some quick details regarding each request, such as the reference number, the ticket summary, and the status of each issue.

Users can then detail in on specific requests to see the latest updates on the ticket, add more comments, and so forth.

Users can also modify their request search to locate tickets that they are participating in...

...tickets that have been closed or resolved...

...or search for only a certain type of request
Important Ticket Information

All tickets that have been submitted to the helpdesk with our previous software, BMC Footprints ServiceCore, will automatically be transferred to our new JIRA ServiceDesk software. Once the tickets have been migrated to the new system, you will receive an email notification of the JIRA ticket creation, for your reference, and the ticket will continue to be addressed in the new system.

If you need to reference your original ticket entry in Footprints, you can reach our Footprints web interface at any time (provided you are connected to the MassArt, Treehouse, or DMC networks) by navigating to footprints.massart.edu.

User Feedback

Unknown macro: 'kbsurvey'