



# POWER Library Support

Access PA / POWER Library  
2016 Users Conference

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## Power Library Support

- SHAREit Documentation
- Help Desk



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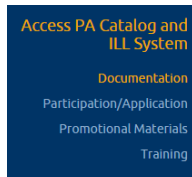
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## SHAREit Documentation

POWER Library for Librarians  For Librarians

- Access PA Catalog and ILL System
- Documentation



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## SHAREit Documentation

### Access PA Catalog and ILL System (SHAREit)

- Password-protected documentation
- Getting Started
- Get Training
- SHAREit Tips
- Cataloging Corner
- Z39.50 Information

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## SHAREit Documentation

### Password-protected page

Access PA Catalog and ILL System (SHAREit)

- [Access PA Catalog and ILL System \(SHAREit\)](#)

- Documentation
- Training
- Getting Started
- Videos
- Adding your collection

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## SHAREit Documentation

### General Information

- Access PA Participant Directory
- 2011 PA ILL Procedures and Guidelines
- ALA ILL form
- ILLiad Libraries
- Prior updates from HSLC Executive Director
- Regional Group Directors

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## Help Desk

HSLC Support ticket system

- Create new Help Requests
- Tickets assigned to the appropriate HSLC support staff person
- Updates to tickets will be sent via email
- Ticket history maintained



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## Help Desk: Logging In

<http://helpdesk.hslc.org/>

A screenshot of the login form on the helpdesk.hslc.org website. The form is titled "Log In" and contains fields for "User Name" and "Password". There is a "Remember me" checkbox and a "Log In" button. Below the form are links for "New Account" and "Forgot Password".

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## Help Desk: Logging In

1. Enter your User Name: **5 character code**
2. Enter your **Password**
3. Click **Log In**

**Remember me** will store a cookie for 2 weeks

- Logging out will clear the cookie

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## Help Desk: Initial Log In

User Profile will display



Verify information is correct

Add information for 3 required fields:

- ILS
- Sample Patron Barcode
- Sample Item Barcode

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## Help Desk: Menu



- Request: use to open a new ticket
- History: view your library's ticket history
- FAQs: view frequently asked questions
- Profile: change email address, password, etc.

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## Help Desk: New Ticket

### Help Request

Request Type

Subject

Request Detail

Carbon Copy (Cc):   Enabled

Location HSLC

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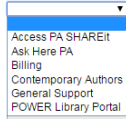
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## Help Desk: New Ticket

1. Select a Request Type:

- Access PA SHAREit has subcategories



2. Enter a Subject
3. Enter Request Detail *and provide detail*
4. Enter a cc: email address if desired
5. Add attachments if desired
6. Select Save and Log Out in the upper right 

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## Help Desk: New Ticket

### Request Detail

To help us help you, please provide as much information as possible:

- what you were trying to do and what happened
- attach a screen shot, snip, or other documentation if that can help explain the problem

For SHAREit, also include:

- whether you are the borrower or lender
- details including title(s), ISBN(s), request number(s)

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## Help Desk: New Ticket

- FAQs associated with the Request Type category display to the right of the request area
- Review the FAQs before submitting your ticket in case the question is addressed there

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## Help Desk: New Ticket

The request will be assigned a ticket number and you will receive an email confirmation.

Use the History button to check ticket status

- Click a Ticket Number to open the ticket
- or Search then click the number to open it

### Ticket History

Ticket No.  Status: All Active  Contains

| No.                  | Date       | Updated    | Status | Request Detail   |
|----------------------|------------|------------|--------|--|
| <a href="#">1000</a> | 03/25/2016 | 03/25/2016 | Open   | Retry? What should I do with a request that says it's in Retry status? It's # 1885 and I |

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## Help Desk: Ticket Response

- Your ticket will be assigned to the appropriate HSLC support staff person
- You will receive an email from HSLC Help Desk when your ticket is updated
- To respond to the ticket, click on the ticket number or link in the email
- Log into Help Desk to open the ticket

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## Help Desk: Ticket Response

- To add to the ticket, Click the Add Note button
- (under the existing Note text)



- Add the additional information
  - Add attachments if desired
- Click Save  and Log Out

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## Help Desk: Ticket Resolution

When the ticket is resolved, the assigned HSLC support person will change the status to “Resolved.”

If you respond with further concerns or questions, the status will change to “Pending” and the assigned HSLC support person will be notified and will continue to work with you until the matter is resolved.

If you do not respond, the ticket status will change to “Closed” after 7 days.

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## Help Desk: Ticket Management

- You can cancel a ticket at any time by selecting Cancel Ticket in the upper right
- You can re-open a closed ticket by adding a new note
- *Do not open a new ticket if you already have an open ticket on the issue – add to the existing ticket*
- Your library’s ticket History will be saved

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## Help Desk – Forgot Password

1. Select **Forgot Password**
2. Enter the **Help Desk account email address**
3. Click **Submit**

You will receive an email from **HSLC Help Desk** with the subject: **HSLC Web Help Desk Account Information**

- It will include a link to Help Desk and a new password that you can change after logging in

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## Help Desk – Change Password

1. Select the **Profile** button
2. Your current password is displayed as asterisks
3. Enter a new password
4. Re-enter to confirm it
5. Click **Save** and make sure you see:

Password\*

Confirm Password\*

 Your profile was updated successfully.

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## More POWER Library Support

See Documentation under each service:

- Chat
- E-Resources
- PA Photos & Documents

Subscribe to the  
Access PA News!



- All about POWER Library Services
- In-person and webinar training updates
- SHAREit updates, Tips, Cataloging Corner

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[www.powerlibrary.org](http://www.powerlibrary.org)

<http://helpdesk.hslc.org/>

[support@hslc.org](mailto:support@hslc.org)

This project is made possible by a grant from the Institute of Museum and Library Services as administered by the Pennsylvania Department of Education through the Office of Commonwealth Libraries, and the Commonwealth of Pennsylvania, Tom Wolf, Governor. © 2016

Hosted by  HSLC

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