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This training material highlights the new ticket system, and how to manage, create, and understand the AskTom knowledge base in BMC Remedyforce.

**Purpose**

This training material is designed for University staff that will be utilizing the AskTom knowledge base in BMC Remedyforce.

**Audience**

This training material is designed for University staff that will be utilizing the AskTom knowledge base in BMC Remedyforce.
Using the AskTom Knowledge Base

AskTom is now part of the BMC Remedyforce Self Service, a browser based incident management system that enables users to access the system from any computer or mobile device.

*Please note that different fields or sections in the system may require your browser to allow pop-ups from Remedyforce.*

1. Log into the System

- **Browse to:** [https://umhelpdesk.memphis.edu/](https://umhelpdesk.memphis.edu/)
- **Login with your UUID and password.** *(The UUID and password is the same one you use for myMemphis Portal and all other campus resources.)*
- **Once logged in, you will be taken to the self-service tab.**
2. Viewing AskTom Articles

Click on the View AskTom Articles tile located under the Home tab on the left portion of the screen.
3. (A) Next type your question in the text field located directly under the Home tab. (B) Once you have entered your question click on the search button to search the database for your question.

You can also search for an answer using the categories tree. Select the category you want to know more about. To the right of the category tree a list of AskTom articles will be displayed. Click on the article to view it.

4. Once you have clicked search the database will retrieve any articles that may pertain to key words in your search.
5. At the bottom of the answer you can rate the article, enter comments or feedback and tell us whether the article met your need.
Asking AskTom a Question

To ask a new question, click on Common Service Requests. Located on the right side will be a list of common service requests and popular self-help articles.

1. Click on AskTom Question from the list in the window.

2. Type your question in the provided field. Select urgency, impact and add a screen shot attachment if you wish. When you have completed asking the question click submit.
Once you have submitted your question you will receive a message.

If you want to continue editing the question, click Leave This Page if you are ready to finish and submit the question, click Stay On This Page. When the question is submitted, it will be added to a service desk ticket and emailed to you.
Using AskTom Chat

To begin using chat, click on the AskTom Chat tab located at the bottom right corner of the window.

Next you will see the chat window. Type your question or describe your issue in the text field then click Start Chat to begin chat session.
If no one is available to chat at the moment you will receive this message:

Once you have started the chat session the next window to appear will be a response from a Service Desk representative. If you would like to attach a screen shot of your technical issue, you may do so by clicking on the paperclip icon located at the bottom right hand of the chat window.
Once you are satisfied that the chat session is complete, close the chat window by clicking on the x in the upper right hand corner of the chat window. When you close the window you will get the following window.

If you want to continue with the chat, click No if you are ready to finish and complete the chat, click Yes. When the chat session closes, your chat transcript will be added to a service desk ticket and emailed to you.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follow:

Service Desk Request

Submitting a Ticket

- Login URL:
  - https://umhelpdesk.memphis.edu
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.
- If you do not receive a response from via the Service Desk Request Form after 24 hours, email The Center for Teaching and Learning, umtech@memphis.edu (please provide your Service Desk ticket number for faster assistance).

Important Links

- umTech – memphis.edu/umtech/
- Center for Teaching and Learning (CTL) - memphis.edu/umtech/ctl/