

Communication via **SysAid/MHD** is easy, necessary and a reflection of the service we provide.

Communication with "**Requested Users**" should be documented within the SysAid/MHD ticket. This will keep all related correspondence regarding the issue within the ticket for reference now and in the future.

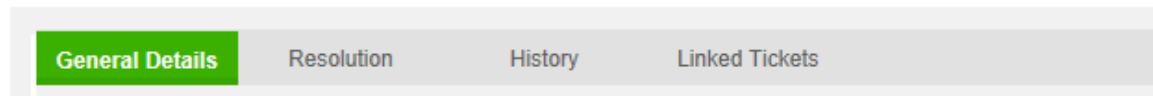
1. Telephone conversations
2. in-person meetings/conversations
3. Chats
4. Text
5. scottsdalecc.edu email (outside email)
6. Social Media
7. all other

Chain of custody (CoC), in legal contexts, is the chronological **documentation** or paper trail that records the sequence of **custody**, control, transfer, analysis, and disposition of physical or electronic **evidence**.

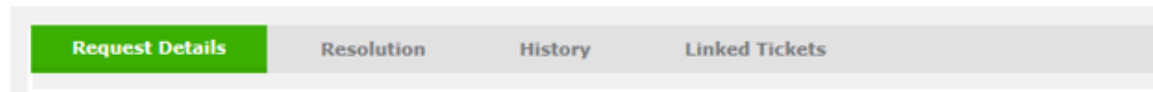
There are two ways to communicate with "**Requested Users**" :

1. The first way to communicate is by creating a **“Note”**:

Beneath the **“General Details”** tab for Incidents



Or Beneath the **“Requested Details”** tab for Requests



Category *

Please select a category

Please select a sub-category

Select third level category

Request user *

none

CC/Alternate Emails

Select Users

Status *

New

Closure Information

None

Requested Due Date

Recent Notes | All Notes 0

Nothing to show yet

New

?

Please enter a note to add.

★

Hi Ann,

Thank you for using the Maricopa Help Desk. Your request has been assigned to SCC-IT Desktop Support Media Services. You will be notified via email of any updates.

If you need additional assistance, please contact the Help Desk by replying to this email, calling 480-423-6274, option 3 or by submitting a new service request to the Maricopa Help Desk (MHD): <https://maricopaccd.sysaidit.com/>

Thank you,

Joe

Add Cancel

This communication is one-way, but will allow for a quick **"Note"** to be sent to the **"Requested User"**. Return replies to your notes can be viewed and replied to in **"Messages"**.

2. The second way to communicate is by creating **"Message"** which is located beneath the **"History"** tab:

Email Integration

Resolution

History

Linked Tickets

Category *

1: Accounts and Access

Request user *

Status *

Open - Customer Updated Notes

MEID

CC/Alternate Emails

Select Users

Closure Information

None

Timestamp	User	Change	Description
11/23/2019 12:29 PM	Email Integration	Incident changed	Incident #4
11/23/2019 12:06 PM		Incident changed	Incident #4

Recent Messages

All Messages 3

Time	From	To	CC/Alternate...	Subject
11/23/2019...	Email Integ...	MCCCD-ORG\...		You have been a
11/23/2019...	MCCCD-O...	maricopaccd@sy...		Re: Incident
11/23/2019...	MCCCD-O...	MCCCD-ORG\...		Incident

Click Either Link to Draft Email

This is a robust email platform within SysAid/MHD, which will allow you to view replies to notes, and messages, return replies or create a new message, as well as, add attachments and/or format messages.

Example:

Send Message

Method: Email ▾

From: Maricopa Help Desk ▾

To: ... Add Group ...

CC/Alternate Emails: ... Add Group ...

Subject: Re: New Incident #55555

Message:

B I U |
 [List Icon] [List Icon] [List Icon] [List Icon] |
 Format ▾ Font Family ▾ Font Size ▾ |
 [Link Icon] [Text Color Icon] [Background Color Icon] [Image Icon] [Table Icon] [Code Icon] [HTML Icon] [Fullscreen Icon] [Undo Icon] [Redo Icon] [Bold Icon] [Italic Icon] [Underline Icon]

☒ Quote the original message.
☐ Include the details of the Service Record.
☒ Add attachments also to the SR.
☐ Add a link to the files instead of attaching them to the message.

Attachments:

[Add attachments](#)

Send

Either way, your communication is documented along with the ticket. This will keep all related correspondence regarding the issue within the ticket for reference now and in the future.

Additionally, you can incorporate outside communication within the ticket by creating a note or email as discussed above:

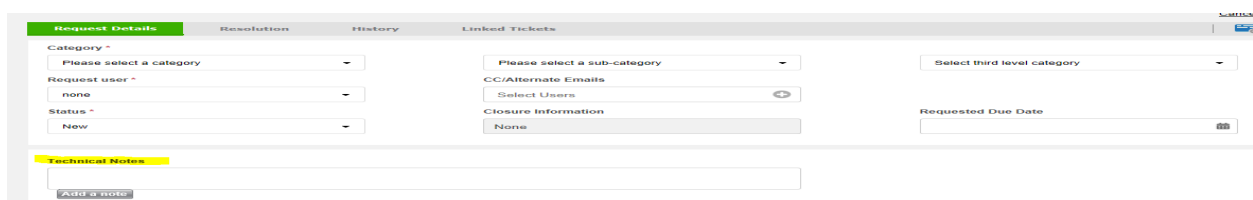
Hi "Requested User",

I received your email/chat today regarding the new "part name" you would like to order. I will update you asap with a quote.

Thank you,

Your Name

*Within the "**Technical Notes**" area:*



The screenshot shows the 'Request Details' tab of a SysAid ticket. The form includes fields for Category, Request user, Status, Please select a sub-category, CC/Alternate Emails, Closure Information, and Requested Due Date. Below these fields is the 'Technical Notes' section, which has a text area and an 'Add a note' button.

Or as an attachment which can be uploaded or drag and dropped on to the ticket.

Request Details Resolution History Linked Tickets

Category *
Please select a category
Please select a sub-category
Select third level category

Request user *
none
CC/Alternate Emails
Select Users +

Status *
New
Closure Information
None
Requested Due Date

Location
Please select a location
Building
Room #

Attachments 0
Drag files here or [browse](#)

Escalation Level
0

Lastly, a general rule regarding postponements. If you find that an issue needs to be postponed, change the **"Status"** to **"(Postponed)"** and also change the **"Postpone-To Date"** to the **"(Date postponed)"**

Name	Email	Phone

And most importantly, inform the **"Requested User"** the issue is now postponed:

*Hi **"Requested User"**,*

Per our conversation today in LIB-465, I will be postponing this issue until 05/15/20 pending receipt of the new "part name" on order.

Thank you,

Your Name

By doing so, your next communication with the user regarding the postponed issue is not due until the **"(Date postponed)"**. In the case above, your next communication would be 05/15/20, where you could change to status to any that is appropriate to the issue. Even re-postpone to a later date, and again, as long as you formally communicate the change of **"Status"** with the **"Requested User"**, service accomplished!

Thank you for your continued support!

SysAid/MHD-Communicating with Users

Scottsdale Community College Knowledgebase

<https://kb.scottsdalecc.edu/KnowledgebaseArticle51018.aspx>