Help! User guide

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Setting Help! up in a course

Prepare

When students have a problem they often feel the best way forward is to email course staff. Often concerns could easily be answered through existing resources. The Help! Tool allows you to create a process for refining and directing student queries to the relevant resources.

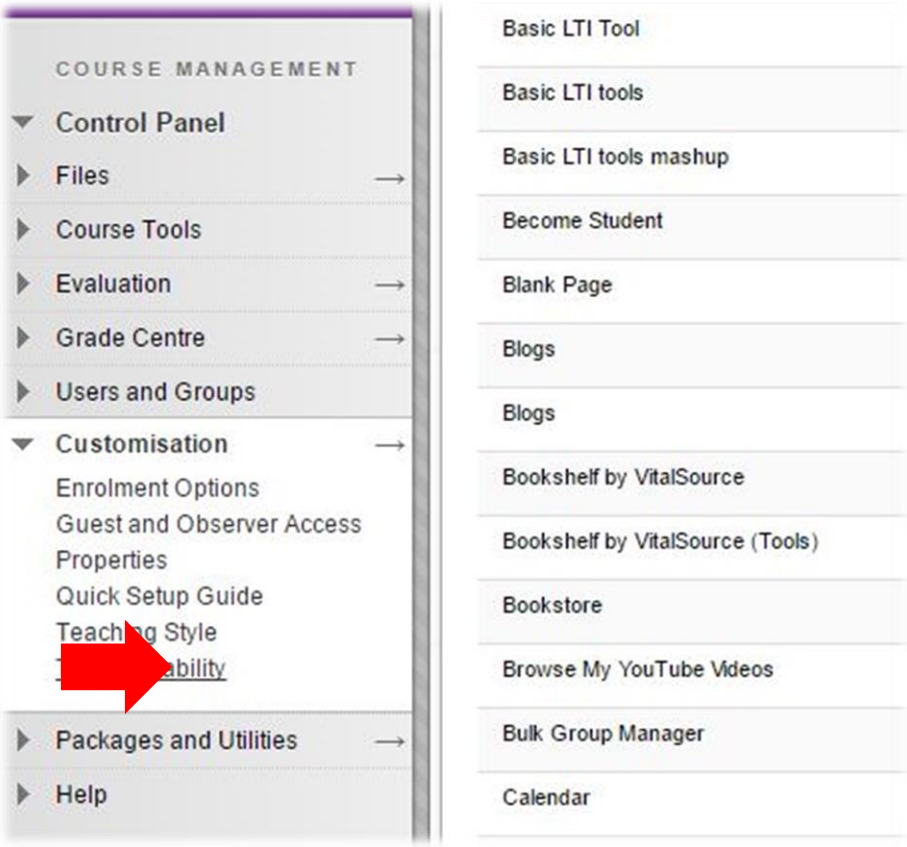
To begin your planning, it is essential that you:

- Map out the process (i.e on paper or whiteboard) – What are the relevant resources, workflows or communication flows?
- Allocate contacts - What is needed to deal with a request efficiently?

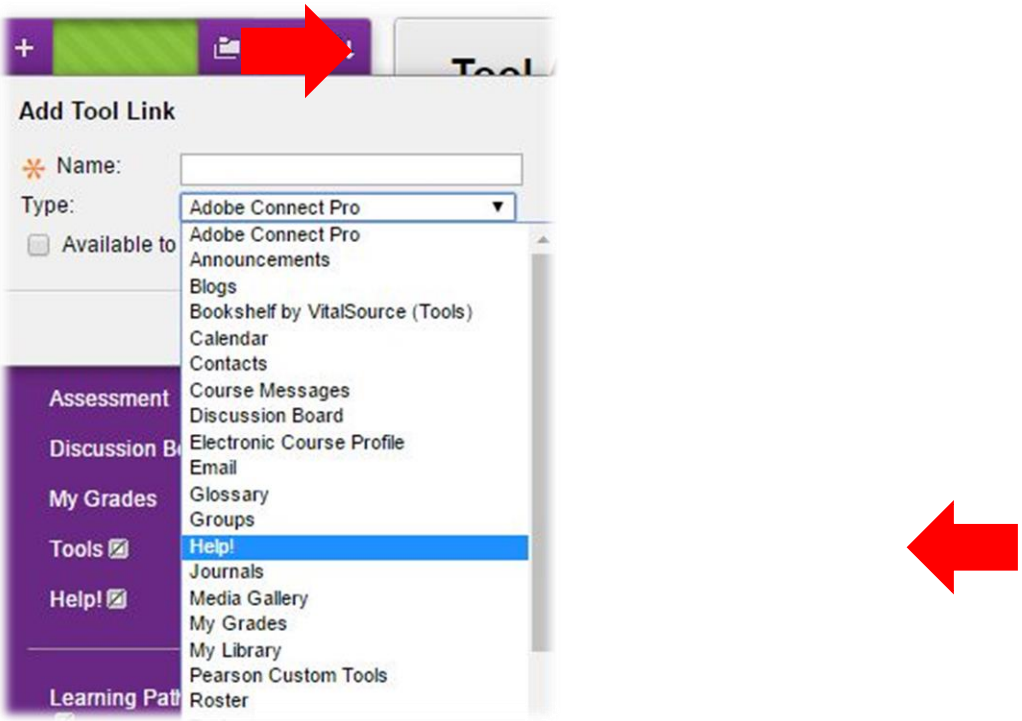
UQ Learn

Access your course at https://learn.uq.edu.au.

To verify that Help! is enabled go to Course Management > Control Panel > Customisation > Tool Availability.



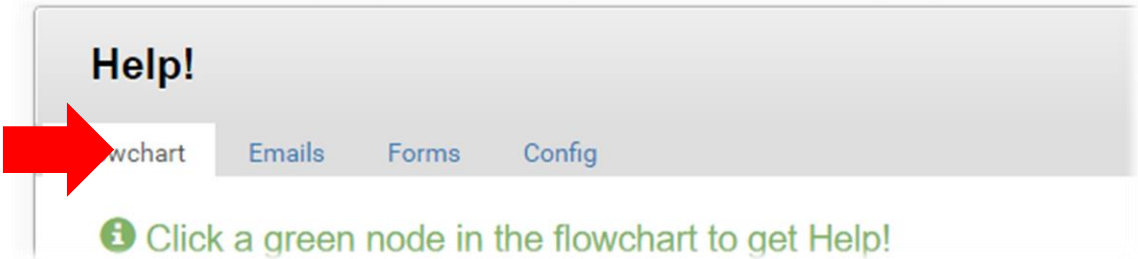
Select the Help! Tool and ensure the available checkbox is ticked. Once done, go to the top left hand corner of the course menu select the **+** button and **Add Tool Link**. Select **Help!** from the dropdown list, name it then click **Submit**, a Help! link will appear in the course menu.



The Interface

When you access the Help! System you are presented with 4 tabs at the top of the screen that enable you to interact with the various features of Help! Including:

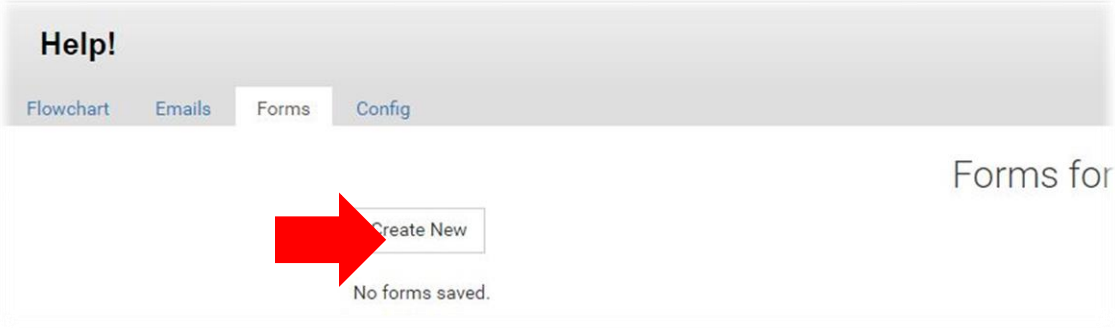
- **Flowchart** – the student interface for determining the correct Help! resource
- **Emails** – the instructor interface for resolving various student Help! issues
- **Forms** – for generating forms that enable students to submit Help! queries
- **Config** – to make important configuration changes



Forms

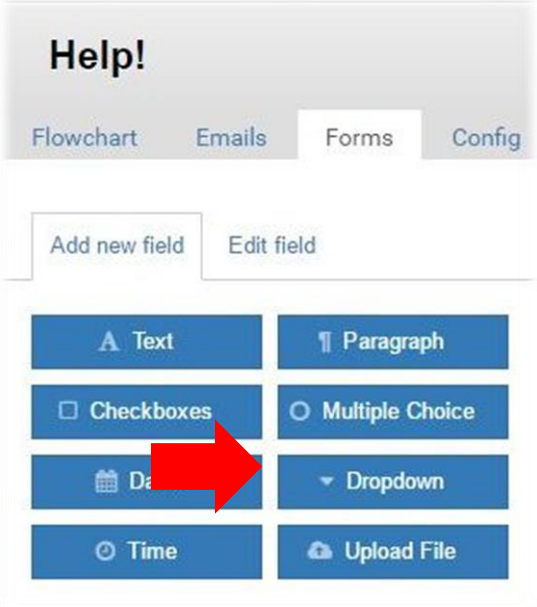
Creating Forms

Click the **Help!** menu link to access the forms tab.



Click **Create New** and enter the form title.

The **Add new field** tab provides a range of field types that can be used to capture the required information.



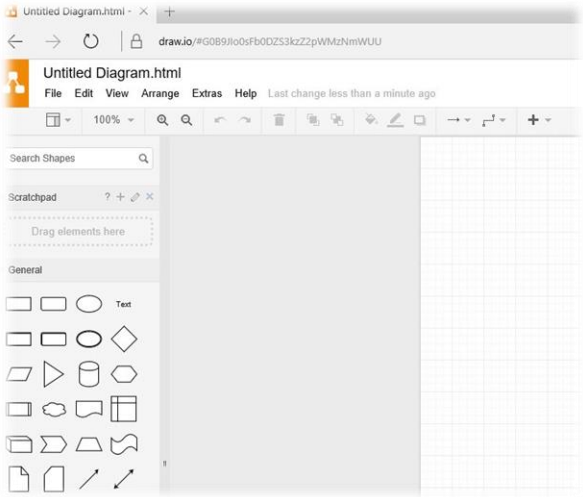
Flowchart

Creating Flowcharts

An important part of the diagram development are conversations around relevant resources, processes and work- or communication flows. A diagram can help to get the discussion started. To start with, you could just map out your flowchart on a piece of paper or use an online tool to draw up an initial draft.

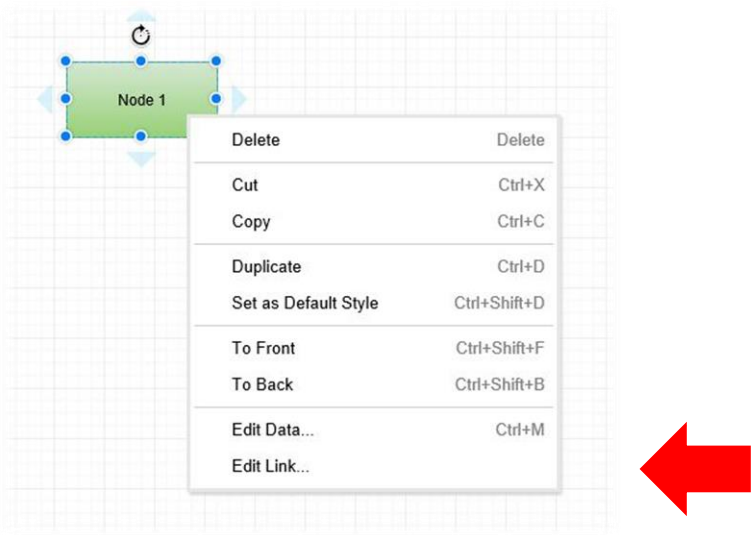
Drawing a flowchart

The online diagramming application draw.io can be used to draw a flowchart. It is free and very easy to use, Tutorial 1 - Creating a Diagram explains how to get started. Alternatively you can watch an introduction to draw.io in 82 seconds.



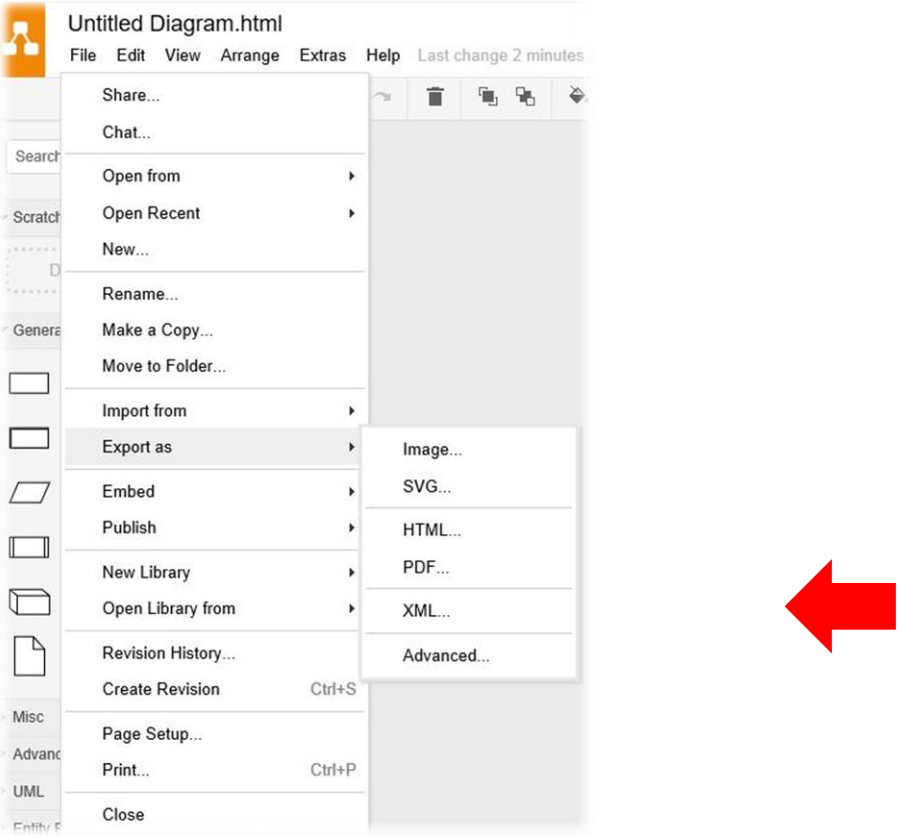
Making it interactive

To make flowchart nodes interactive, you can add hyperlinks to resources in Blackboard or anywhere on the web. To do this, right-click on a node select **Edit Link** and type or paste the selected URL there. This short video (24s) shows how it's done.



Saving your work

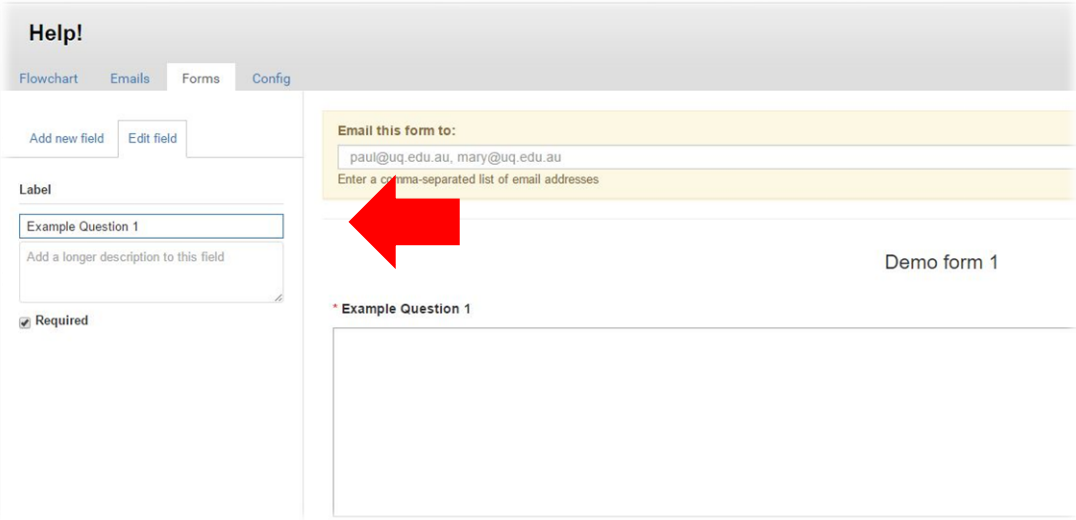
Once you are satisfied with the layout and functionality of your diagram you can save it by selecting **File** > **Export** > **XML**. You can save your diagrams in Google Drive, OneDrive, Dropbox, or locally on your PC.



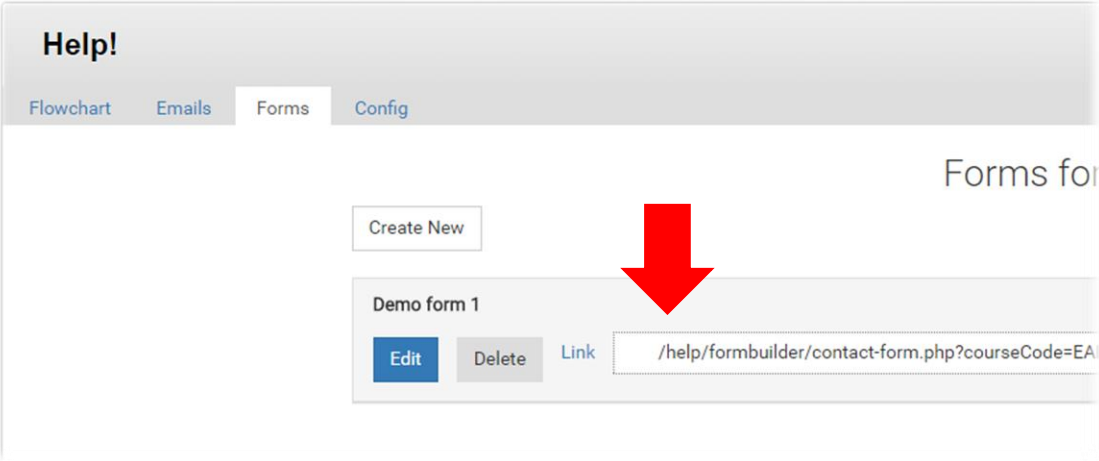
Putting your flowchart into Blackboard

To upload your flowchart to your course send it to elipse-developers@lists.eait.uq.edu.au. Remembering to clearly indicate the course where the flowchart should be inserted.

After selecting a new field by clicking on it, use the **Edit field** dialogue box on the left to record the question you want answered by the user.



Recipient email addresses can be added to the form or some question options. Save your form.



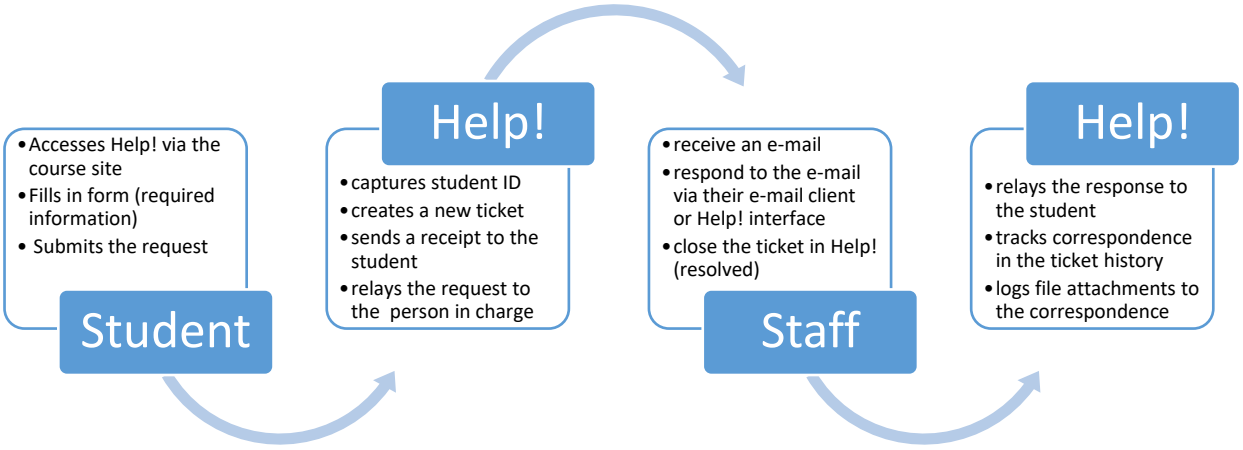
By clicking Link, you can view your form and copy the URL for use elsewhere e.g. Flowchart.

Repeat the process for more forms.

Emails

How does the system work?

Student sends a request through Help!



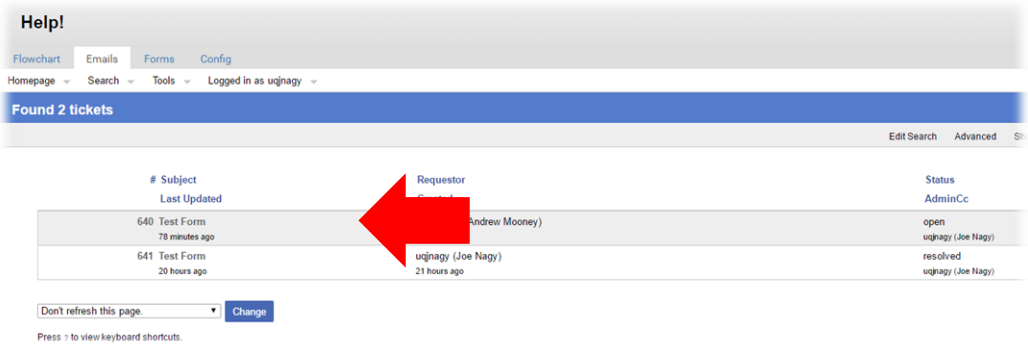
Quick Tips and Tricks

What happens if I forward requests in Outlook?
While you can respond to messages through your email system, some actions like forwarding a message won't be tracked by the system. Do NOT forward messages outside of Help!

Mark requests "resolved" or assign the task to an e-tutor
Make use of the system's request tracking capability! We recommend you familiarise yourself with the backend or allocate an e-tutor to check up on tickets on regular basis.

Checking your messages

You can access messages from students (tickets) from the Emails tab. Here you will be able to see the status of the ticket and the creator (sender).



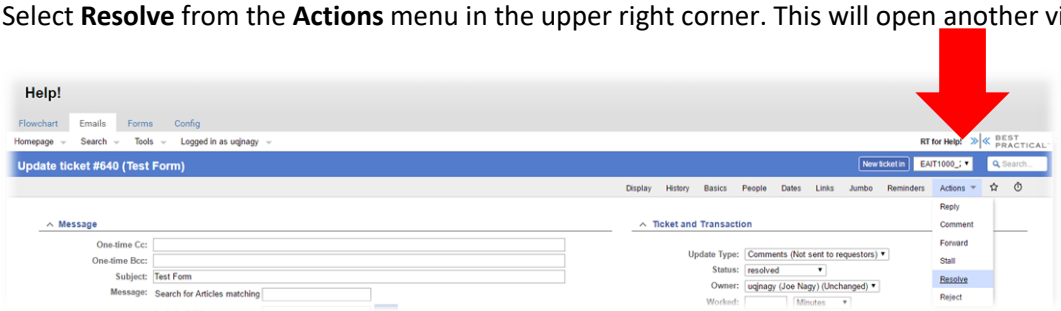
To select a ticket, click on it. Although there are a range of features for managing student Help! Issues, in the majority of instances you will simply want to reply and close (resolve) the ticket.

How do I find my tickets?

The search box is at the right hand corner of the screen. Enter a full email address (your own /a student's) to find all the tickets for that person. You can sort results by headers (e.g. Status, Last updated, etc.)

Responding to a message / resolving a Ticket

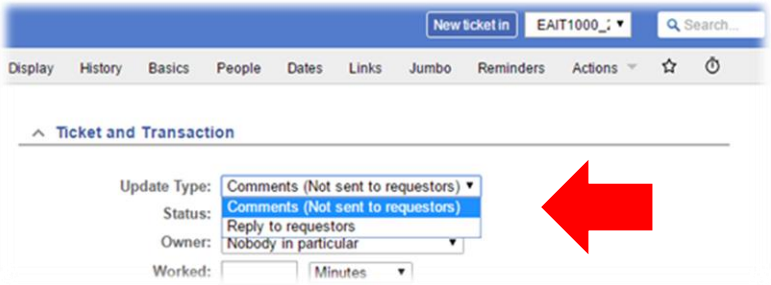
Select **Resolve** from the **Actions** menu in the upper right corner. This will open another view.



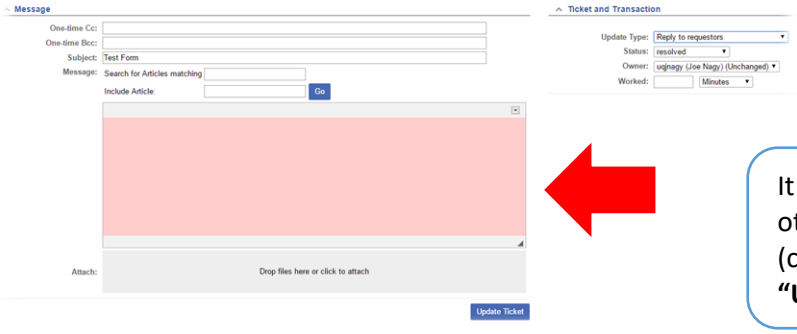
NOTE: Responses to a ticket can be either public or private:

- **Reply** – will send a message back to the student
- **Comment** - a private note for staff (not visible to the student). Use this when you want to forward a message to staff e.g for clarification

The default value for **Update Type** is "***Comment (not sent to requestors)***" change this to "***Reply to requestors***" to respond to the student.

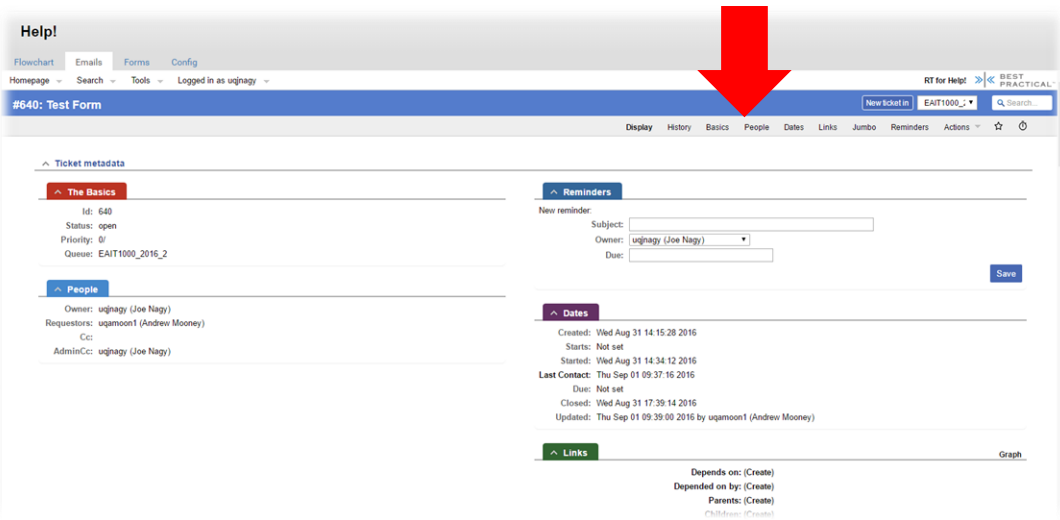


The Message text box will become pink. Use the Message text box to address the students query.



It is possible to attach files and copy other recipients into the response (cc/bcc). When you're done, click the **"Update Ticket"** button.

Investigating issues
A click on a message link will display more detailed information about the message.



The **Display** menu is the main user interface and contains all of the information about a ticket through a range of clickable tabs, including **Basics**, **People**, **Reminders**, **Dates** and **Links.**

Attachments to the ticket will be listed by filename, submission date and person. This includes attachments submitted by the student (e.g. medical certificates, evidence etc.) as well as files uploaded by staff.

Note: The **History** menu contains details of everything that has happened to a ticket. Like real history, ticket history cannot be changed, so be aware that any comments you make are **permanent**.

Creating a New Ticket on behalf of a student
In instances where students circumvent Help! and send messages directly to staff.

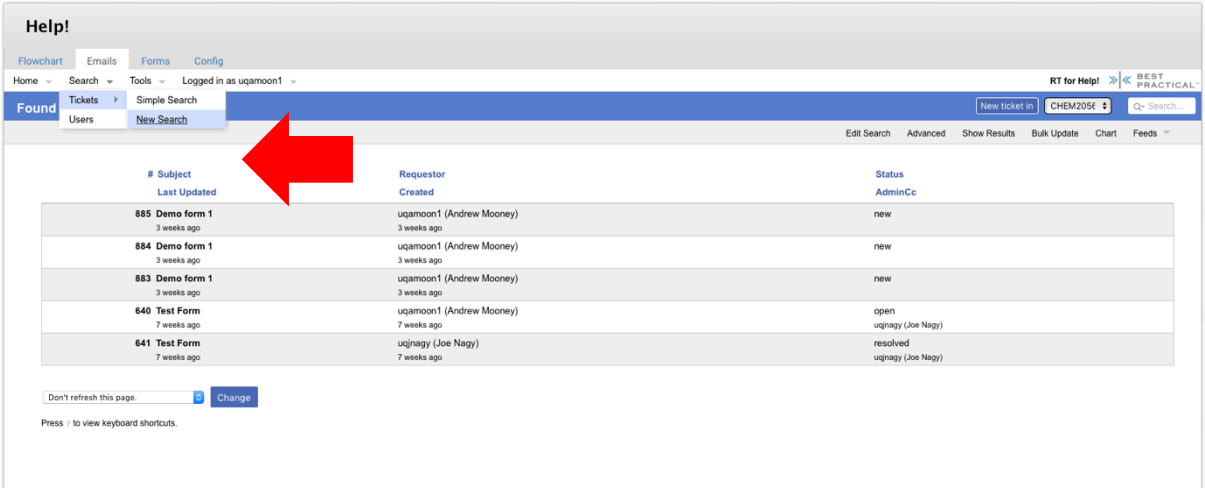
a) Ask them to log their request though Help!

OR

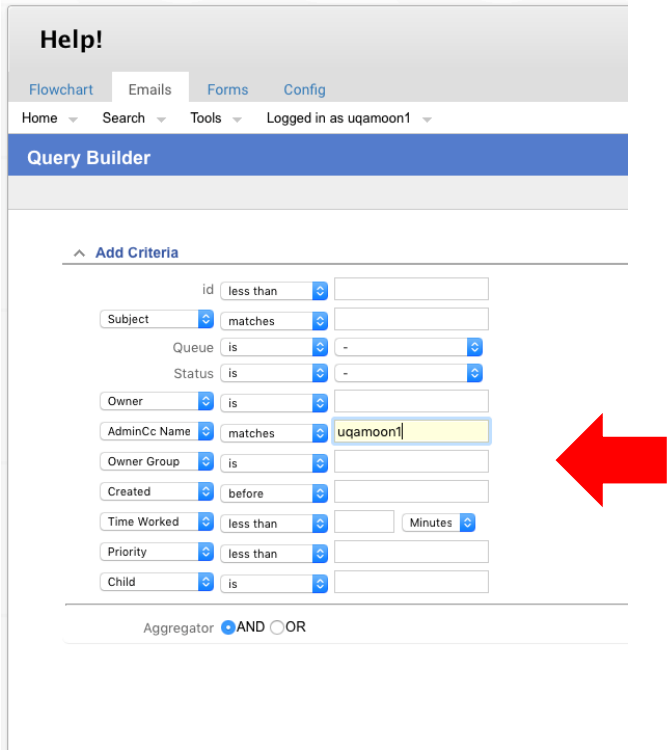
b) Create a New Ticket on behalf of the student and tell them to use Help! next time

Custom Search (Advanced Feature)

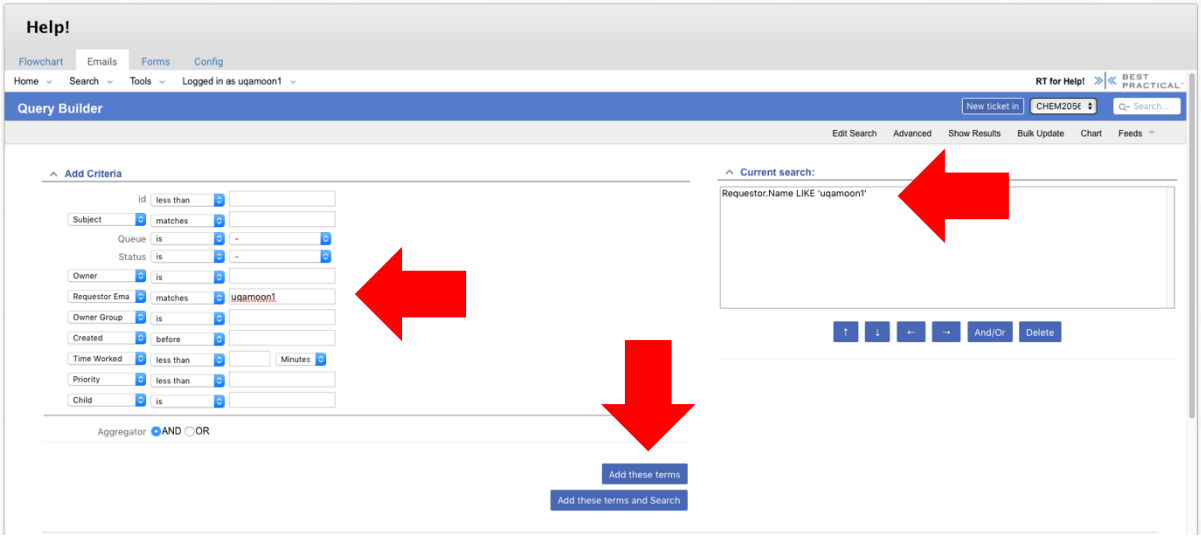
The Help! email system also provides a more advanced custom search option.
Navigate to the New Search option via **Search** > **Tickets** > **New Search** as shown below. A new Query Builder window will open up.



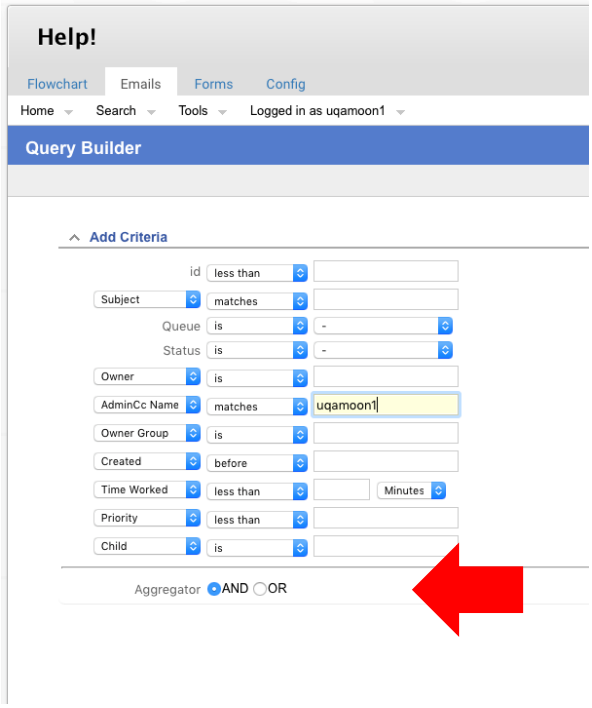
You can create custom searches based on the provided criteria such as, **Subject**, **Queue**, **Status**, **Owner**, **Requestor** etc.



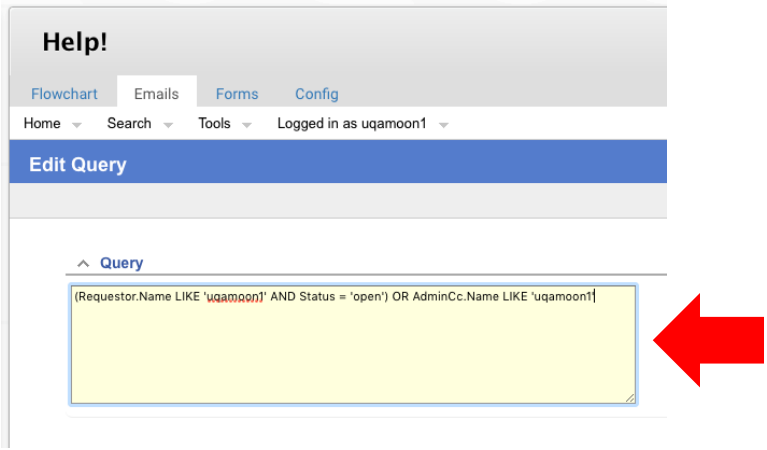
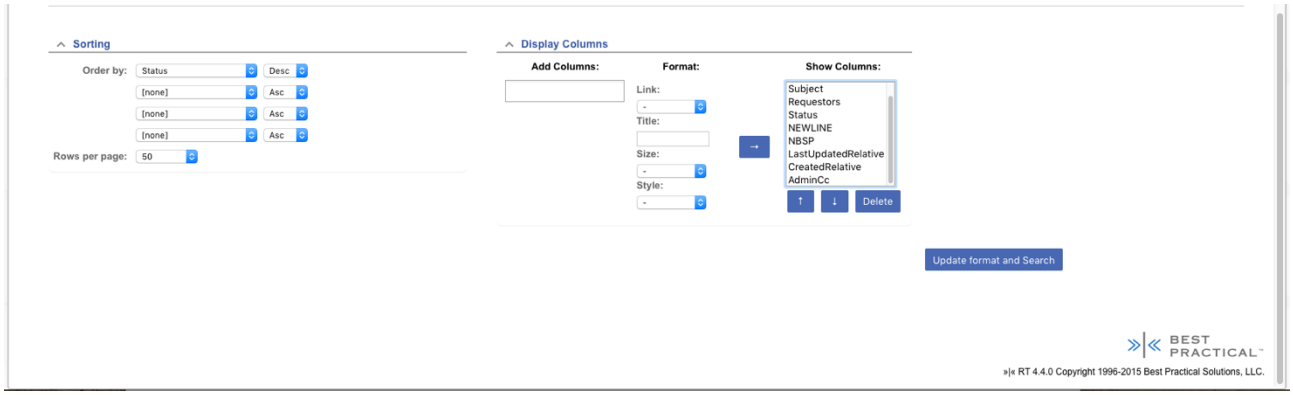
In the example below a custom query has been created to find a ticket based on the requestors username. Simply select the required criteria in the **Add Criteria** section and click the **Add these terms** button. The **Current Search** field will show a text representation of the search term



Additional criteria can be added to the search by using the Add these terms button. By default the term is added with an **AND** aggregator, this can be changed to an **OR** aggregator using the **Aggregator** radio button.



Note: Changing the aggregator will also change any terms previously added. To avoid use the **Advanced** option and manually wrap the existing search term in parenthesis.



At the bottom of the Query Builder page are options to customise the output format of the search.