

# Help Desk Support Page

Navigation: PeopleTools → PT Custom → Help Desk Page

Purpose of page: Research userid and password problems

Purpose of this document: To give instructions on how to use the Help Desk Support Page

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The screenshot shows the 'Help Desk Page' interface. At the top, there is a 'Search By' section with a text input field containing '0003569'. Below this is a 'Results' section displaying user information for 'Joe Richard Test' with 'Email ID' 'corlett@' and 'EmpID' '0003569'. A 'Forgotten PW Question' is listed as 'What is my date of birth? (MMDDYYYY format)'. The 'SA and PA Password Sync' status is 'Passwords are in sync' with a 'Recheck' button. A 'Security Roles' section contains checkboxes for 'Advisor', 'Employee', 'Student', 'Applicant', and 'Faculty'. A 'Message' box is at the bottom left. Callout boxes provide detailed instructions for each field and feature.

**Search By**  
UserID/EmplID 0003569

**Results**

<b>Name</b>	Joe Richard Test	<b>EmpID</b>	0003569	<a href="#">User Profiles</a>
<b>Email ID</b>	corlett@			
<b>Forgotten PW Question</b>	What is my date of birth? (MMDDYYYY format)			
<b>SA and PA Password Sync</b>	Passwords are in sync	<b>Recheck</b>		

**Security Roles**

<input type="checkbox"/> Advisor	<input type="checkbox"/> Employee	<input checked="" type="checkbox"/> Student
<input checked="" type="checkbox"/> Applicant	<input type="checkbox"/> Faculty	

**Message**

**Callout Boxes:**

- The only field you can enter data is the UserID/EmplID field.
- Enter the seven digit ID and then press the tab key. An analysis will be performed on the UserID.
- If the userid is found in the User Profile page, their name will be listed (table PSOPRDEFN).
- If no row exists, the name is pulled from the Person page, if possible (table PS\_PERSON\_NAME).
- If the userid is found in the User Profile page, their e-mail address will be listed (table PSOPRDEFN).
- If the e-mail address is blank, a warning will appear in the message field indicating the e-mail address is not set up..
- If the userid is found in the User Profile page, their emplid will be listed (table PSOPRDEFN).
- If no row exists, the emplid is pulled from the Person page, if possible (table PS\_PERSON\_NAME).
- If the userid is found in the User Profile page, this shortcut link will appear. This link will take you to the User Profile page, using a new window.
- This contains the user's password hint. If it is blank, then the password hint is not set up (table PSUSERATTR).
- This contains the results of comparing the SA and PA passwords. If this says "Error", then the passwords are either in the queue to be synced, or there is a problem. You can click Refresh if you recently changed the password in SA and want to see if the PA database has the new password.
- These checkboxes show which "security roles" the user currently has.
- This area is reserved for warnings that the analysis finds.