

JIRA SERVICE DESK FOR NATIONAL SYNDROMIC SURVEILLANCE PROGRAM (NSSP)

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Analyst/Training Specialist – ICF – Contract support for NSSP

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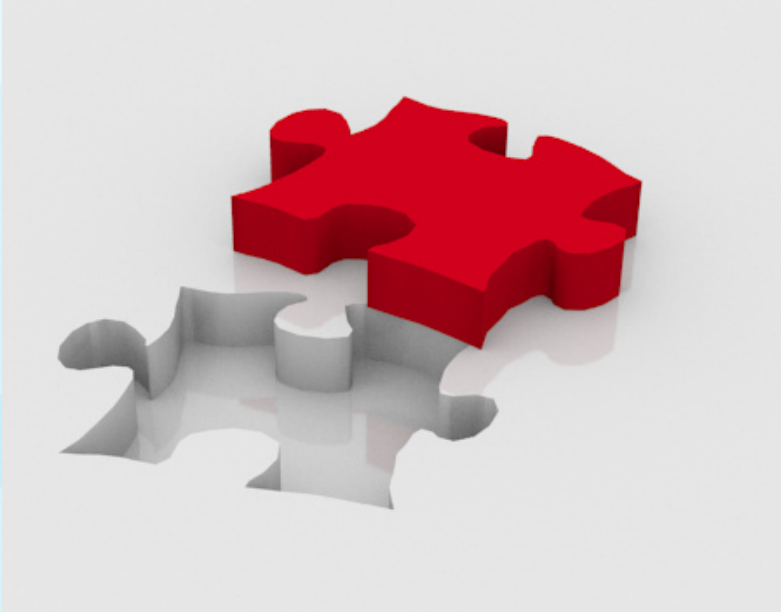
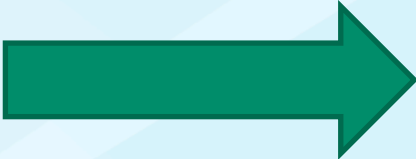
January 2015

December 9, 2014

National Syndromic Surveillance Program Service Desk

- **Create Your Service Desk Account**
- **NSSP Dashboard**
- **Manage Your Service Desk Account**
- **View and Respond to Requests**
- **Service Desk Walkthrough**
- **Questions**

NSSP Service Desk: Simplifying Technical Assistance



Create Your Own Account

- If you do not have a user account, you can create your own user account.
- Click the Sign up for an account link.
- Enter your details and submit
- support.syndromicsurveillance.org

JIRA Service Desk

Login

Username

Password

[Don't have a login?](#)
Sign up for an account to raise and comment on requests

[Sign up for an account](#)

Keep me logged in

[Forgotten your password?](#)

Create Your Service Desk Account

- Your email address will be your user name
- Password should be a combination of letters, numbers, and/or symbols
- Enter your full name
- Click “Sign Up”

Sign up for an account

Email

mworlund@cdc.gov

Password

●●●●●●●●

Show password

Full name

Max Worlund

Sign Up

[Back to login](#)

Your Service Desk Dashboard

Help Center

My requests



Help Center

NSSP Service Desk

Welcome! You can raise an NSSP Technical Assistance request from the options provided.

Data

General

Onboarding

Technical



Where is my data?

If you don't see your data as expected or would would like to request a data analysis please use this option



Analysis Support Request - R Studio

Questions about coding



Analysis Support Request - phpMyAdmin

Questions about how to use phpMyAdmin

Managing Your Service Desk Account

- You Can:
 - Edit Your Profile
 - Reset Your Password
 - Change Your Name
 - Change Your Time Zone
 - Upload an Avatar
- Submit a Service Desk Request to:
 - Change Email Address

The screenshot shows a user profile page for Max Worlund. At the top, there is a dark blue navigation bar with 'Help Center > Profile' on the left and 'My requests' with a user avatar on the right. Below the navigation bar, the user's name 'Max Worlund' is displayed next to a profile picture. The main content area is divided into two columns. The left column contains the following information: 'Log in with mworlund@cdc.gov', 'Profile Edit', 'Display Max Worlund' (with a small profile picture), 'Send notifications to mworlund@cdc.gov', and 'Time zone (GMT-05:00) New York'. The right column is titled 'You can' and contains two bullet points: 'Edit your profile' and 'Change your password'.

Submitting a TA Request



Help Center

NSSP Service Desk

Welcome! You can raise an NSSP Technical Assistance request from the options provided.

Data

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Where is my data?

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Analysis Support Request - R Studio

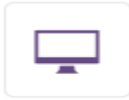
Questions about coding



Analysis Support Request - phpMyAdmin

Questions about how to use phpMyAdmin

Creating a Ticket



Help Center / NSSP Service Desk

Where is my data?

Raise this request on behalf of

 Max Worlund

Summary

Description

Attachment *(optional)*

 Choose file(s)

Jurisdiction

Alabama

Create Cancel

View and Respond To Your Requests

Help Center > My requests

My requests **2**



All requests



Please grant access to R Studio and phpMyAdmin in NSSP Service Desk **CLOSED**

Today 7:27 PM Status changed to Closed



I sent data yesterday but don't see it. in NSSP Service Desk **INPROGRESS**

Today 7:26 PM Status changed to InProgress

View and Respond To Your Requests

Help Center > My requests > Request details

My requests 2

I sent data yesterday but don't see it. **INPROGRESS**



I have changed the file name and re-sent

Add

Cancel



Add attachment

Reference: **BTA-196**

Service Desk: **NSSP Service Desk**

People involved



Max Worlund
Creator

Activity

Status changed to **InProgress** Today 7:26 PM **LATEST**



Max Worlund Today 7:26 PM

There was an error in the file name and they system could not process it. Please rename and resend file.

You can

[Add a comment](#)

[Add attachment](#)

**NSSP Service Desk Live Walkthrough
Web Presentation**

Register Now!

support.syndromicsurveillance.org

Questions?



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For more information please contact Centers for Disease Control and Prevention

1600 Clifton Road NE, Atlanta, GA 30333

Telephone: 1-800-CDC-INFO (232-4636)/TTY: 1-888-232-6348

Visit: www.cdc.gov | Contact CDC at: 1-800-CDC-INFO or www.cdc.gov/info

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.