HELP_CODITEXT,C,72

ADHOC   ------------------------------Ad Hoc Reports-------------------------
ADHOC
ADHOC   This option gives you the ability to design and create your own reports.
ADHOC   You decide what information is included or excluded, and you decide how
ADHOC   the information should appear on the report. This allows you to build
ADHOC   reports on-the-fly for just about any situation.
ADHOC
ADHOC
ADHOC   Ad Hoc Reports Screen
ADHOC
ADHOC   The Default Column Headers are automatically created for you. They
ADHOC   are derived from the following three screens: the Service Request
ADHOC   Detail Screen, Technician Hours and Activity Screen, and Project
ADHOC   Screen. They represent the fields where information is stored in
ADHOC   each respective screen.
ADHOC
ADHOC
ADHOC   Getting Started
ADHOC
ADHOC   The thing to remember is that you are designing a report from
ADHOC   scratch. You determine the width of the report, the fields to be
ADHOC   used, the type and order of information to be processed, and so
ADHOC   forth. The process of creating Ad Hoc Reports is outlined on the
ADHOC   following text.
ADHOC
ADHOC   Tip: It may be helpful to design some reports on paper first.
ADHOC
ADHOC
ADHOC   Column Headers
ADHOC
ADHOC   The first items to select are the Column Headers. The Column Headers
ADHOC   that you choose are printed at the top of the report and determine
ADHOC   what information is included in each column. The first one you select
ADHOC   will be column number 1, which is the left-most column.
ADHOC
ADHOC   The available headers are listed in alphabetical order, with their
ADHOC   respective Field Widths (in characters). You can use them or enter
ADHOC   your own Custom Column Headers.
ADHOC
ADHOC
ADHOC   [Spacebar]
ADHOC
ADHOC   Use the navigational keys to highlight the field that you want as
ADHOC   Column Header number 1. Mark the highlighted field by pressing [Space
ADHOC   Bar] Toggle Column Order.
ADHOC
ADHOC   A "1" will appear on the screen. The [Space Bar] marks and unmarks
ADHOC   fields one at a time.

ADHOC

ADHOC   Note: When you unmark numbers that precede higher ones, the order of

ADHOC   the numbers becomes disjointed, i.e. 2, 3, 5, 6. This is OK,

ADHOC   however. The result is, in this example: field 2 will be column 1;

ADHOC   field 3, column 2; field 5, column 3; and field 6, column 4.

ADHOC

ADHOC   Tip: You can avoid a disjointed numbering sequence by unmarking the

ADHOC   columns in order, from highest to lowest. Then, when you begin re-

ADHOC   ordering the columns, the numbering sequence will not be disjointed.

ADHOC

ADHOC

ADHOC   Custom Headers

ADHOC

ADHOC   With the first field still highlighted, you can enter a Custom Column

ADHOC   Header, by pressing [F4] Edit. If you do not enter a Custom Header,

ADHOC   the Default Header will be used. Each Custom Header is limited to a

ADHOC   maximum of 20 characters.

ADHOC

ADHOC   The Column Widths at the right of the screen indicate the width of

ADHOC   each Column Header. If no Custom Column Header is entered, the

ADHOC   default value is used. If a Custom Column Header is entered, the

ADHOC   Column Width will reflect the new Header.

ADHOC

ADHOC

ADHOC   Report Width

ADHOC

ADHOC   The Report Width field in the lower right corner represents the total

ADHOC   width of the report. It contains the total number of characters

ADHOC   within the selected Column Widths, plus one space per Header to

ADHOC   allow space between columns on the report.

ADHOC

ADHOC   Next, highlight the field you want to use as column 2, and press

ADHOC   [Space Bar]. A "2" will appear.

ADHOC

ADHOC   Repeat this process until you have marked and ordered all of the

ADHOC   fields that you want to include as Column Headers for the report.

ADHOC   Keep track of the Report Width.

ADHOC

ADHOC   The type of paper that is installed on the current printer will

ADHOC   determine the maximum report width you can use.

ADHOC

ADHOC   So far we have chosen, ordered, and created our custom Column

ADHOC   Headings.

ADHOC

ADHOC

ADHOC   [F7] Sort Order

ADHOC

ADHOC   Now determine the vertical order in which you would like records to

ADHOC   appear in each column. Do you want them ordered by Date, Name, etc.?

ADHOC   And do you want them listed in ascending or descending order?
ADHOC
ADHOC   Note: Ad Hoc Reports allow sorting only on the fields selected for
ADHOC   the Column Headers of the report. If no sort order is chosen, the
ADHOC   records will be sorted automatically on the first column in
ADHOC   ascending order.
ADHOC
ADHOC   When you have decided upon an order, select [F7] Sort Order. The
ADHOC   available commands are listed at the bottom of the screen.
ADHOC
ADHOC   The first field will be highlighted and denoted with an "A" in the
ADHOC   right-most column. This is the default setting: column 1 is
ADHOC   automatically set to Ascending when no sort orders have been chosen.
ADHOC   The sort type for Descending is "D".
ADHOC
ADHOC   In this example, records are sorted in ascending order by SR Category
ADHOC   and by Project Name. Ascending order is from lowest to highest, A to
ADHOC   Z, first to last. Descending order is the opposite.
ADHOC
ADHOC   Press [Space Bar] to change the Sort Type of the highlighted entry
ADHOC   from "A" to "D" to " ", each time you press it. If left blank, the
ADHOC   current field will not be used as a sort field. If you would like to
ADHOC   sort by another header, highlight that header and press [Space Bar].
ADHOC
ADHOC   Repeat this until you have marked each header that you want to sort
ADHOC   by; then press [Esc] to exit.
ADHOC
ADHOC
ADHOC   [F9] Totals/Subtotals
ADHOC
ADHOC   Now decide when and where to calculate totals, how to group records,
ADHOC   and what records to count.
ADHOC
ADHOC   Highlight each numeric field you want totals calculated for and press
ADHOC   [F9] for each one. A "Y" will appear for each marked field.
ADHOC
ADHOC   Next, determine if you want subtotals calculated for any group of
ADHOC   records. Highlight each field that you want to group records by, one
ADHOC   at a time, and press [F8] for each one.
ADHOC
ADHOC   Groups will automatically be separated on the report by a blank line.
ADHOC   You can also have groups printed on separate pages.
ADHOC
ADHOC   There are two rules to keep in mind when you are selecting the Group
ADHOC   By fields and the Total On fields. First, a Group By field must be
ADHOC   one of the Sort By fields that you have already selected. Second, a
ADHOC   Total On field must be numeric. If you select a field that is not
ADHOC   acceptable, you will get a message stating that you must select
ADHOC   either a sorted field or one that is numeric.

ADHOC

ADHOC   If you want to count any records, highlight each field that you want

ADHOC   to count on, one at a time, and press [F10] for each one. A Y" will

ADHOC   mark the selection. The number of records counted is printed after

ADHOC   each group of records. A grand total for each selected field will

ADHOC   also be printed at the end of the report.

ADHOC

ADHOC

ADHOC   [F10] Conditions

ADHOC

ADHOC   Now determine what records you want to include on the report. Instead

ADHOC   of working with every record in the database, you can qualify the

ADHOC   records to report on. You may only want records within a certain Date

ADHOC   Range. You decide. The possibilities are left to your imagination.

ADHOC

ADHOC   When you first create a report, the conditions will not be set up

ADHOC   for you, as they are on the Condition screen. You will have to enter

ADHOC   them on your own.

ADHOC

ADHOC   The first entry you should make on the Conditions screen is the field

ADHOC   description. The fastest and easiest way to enter one is to use the

ADHOC   available Help List. To do so, leave the Default Column Header empty

ADHOC   and press [Enter]. The Help List will appear.

ADHOC

ADHOC   Use the navigational keys to highlight the entry you want, and press

ADHOC   [Enter] to enter your selection into the current field.

ADHOC

ADHOC   Now go to the next field Relation. Enter one of the Relations that

ADHOC   are listed in the table. You can also leave the Relation field blank

ADHOC   and press [Enter] to use the Help List.

ADHOC

ADHOC   Then go to the next field Condition. Enter a Condition that works

ADHOC   logically with the statement you are creating.

ADHOC

ADHOC   The Condition field is automatically formatted to accept only the

ADHOC   entries that relate to the current Default Column Header. You will

ADHOC   not be able to enter letters, for example, into the Condition field

ADHOC   if the current field is a Date field. Furthermore, you must enter

ADHOC   Conditions using only upper case letters. You may enter partial

ADHOC   entries for some fields.

ADHOC

ADHOC   If you are only going to use one statement to qualify records, you

ADHOC   are through. If you want to add other fields, as in this example,

ADHOC   use the Logicals to string together each of the individual

ADHOC   statements. The Logicals are: AND, OR, NOT, AND NOT, and OR NOT.

ADHOC

ADHOC   As mentioned before, there are several ways to qualify records. Once

ADHOC   you play around with the parameters and view the outcomes, you will

ADHOC   develop a good feel for what you are doing. The only rule to remember

ADHOC   with Logicals is that if you have more than one statement, one of
ADHOC   the statements must not have a Logical in order to signify the end
ADHOC   of the conditions.
ADHOC
ADHOC   To create another statement, select [F2] Add. Repeat the above
ADHOC   procedures for each of the parameters. When you have entered all of
ADHOC   the statements you want, press [Esc]. The main Ad Hoc screen will
ADHOC   appear.
ADHOC
ADHOC
ADHOC   [C] Config. Print
ADHOC
ADHOC   After entering the conditions for your report, press [C] Config.
ADHOC   Print to set up the remaining report options. When you press [C], a
ADHOC   menu will appear which reflects the current printer selected when
ADHOC   you press [Alt]-[P].
ADHOC
ADHOC   On the first line, enter the Report Title that will print at the top
ADHOC   of each page. If you would like each group that you selected earlier
ADHOC   with [F8] Group By to print on separate pages, enter a "Y" on the
ADHOC   second line.
ADHOC
ADHOC   The Page Width and Page Length must correspond to the type of printer
ADHOC   and size of paper you are using. Enter the page width and length (in
ADHOC   inches) on the appropriate lines.
ADHOC
ADHOC   Lastly, decide if you want the report to print in compressed print.
ADHOC   This can be useful if the report you designed has more columns than
ADHOC   the page will allow in normal print. Compressed print allows more
ADHOC   characters on a page.
ADHOC
ADHOC   If the current printer is set up as a Laser Printer under [Alt]-[P],
ADHOC   the Laser printer screen will appear.
ADHOC
ADHOC   Landscape allows you to print the report lengthwise on the page. This
ADHOC   is helpful when you are using several columns. If you select "N",
ADHOC   the report will print in portrait mode, just like the text on this
ADHOC   page.
ADHOC
ADHOC   Next, choose whether or not to print in compressed print. When
ADHOC   compressed print and landscape are used together, a report up to 175
ADHOC   columns wide may be printed on a page.
ADHOC
ADHOC   Keep in mind that reports must be less than 80 characters wide in
ADHOC   order to view them on screen.
ADHOC
ADHOC   At this point you have finished designing the sample Ad Hoc report.
ADHOC   Press [Esc] to return to the main screen.
ADHOC

ADHOC   You are now ready to choose the destination of your report.
ADHOC
ADHOC
ADHOC   Printing Reports
ADHOC
ADHOC   1. Printer
ADHOC
ADHOC   When you select PRINTER, the application will build the report
ADHOC   and send it to the current printer. Be sure the printer is on-line
ADHOC   and ready before you select this option.
ADHOC
ADHOC   2. Screen
ADHOC
ADHOC   Selecting the SCREEN option will display the first page of the
ADHOC   report on the screen. You may then scroll through any additional
ADHOC   pages by pressing the spacebar once for each page. [Esc] allows
ADHOC   you to exit the report.
ADHOC
ADHOC   The report width must be less than or equal to 80 characters in
ADHOC   order to print to the screen. If it is greater than 80, you will
ADHOC   receive a message stating that the report is too wide to display.
ADHOC
ADHOC   3, dBASE III File
ADHOC
ADHOC   The DBASE III FILE option allows you to enter a destination path
ADHOC   and filename for the report. Do not enter an extension. The System
ADHOC   will automatically add on a standard ".DBF" extension.
ADHOC
ADHOC   This file can then be used directly by dBASE III or dBASE IV.
ADHOC
ADHOC   4. ASCII Text File
ADHOC
ADHOC   When you select ASCII TEXT FILE, you are asked to enter a
ADHOC   destination path and filename for the report. Do not enter an
ADHOC   extension. The System will automatically add on a standard ".TXT"
ADHOC   extension.
ADHOC
ADHOC   This file can then be imported into any software that accepts
ADHOC   ASCII file format.
ADHOC
ADHOC   5. Delimited ASCII Text File
ADHOC
ADHOC   Selecting DELIMITED ASCII FILE will display a message requiring
ADHOC   the user to enter a character that will separate the fields. If
ADHOC   the program you are going to use requires a particular delimiting
ADHOC   character, select this option. Then enter the required character.
ADHOC
ADHOC   Then enter the desired path and filename for the report. Do not
ADHOC   enter an extension. The System will automatically add the

ADHOC   standard ".TXT" extension.
ADHOC
ADHOC   This concludes the process of creating and printing an Ad Hoc report.
ADHOC
ADHOC   The next item to discuss is how to store and update report
ADHOC   configurations.
ADHOC
ADHOC
ADHOC   [S] Save Report
ADHOC
ADHOC   Sometimes you design reports that you like and use so much that you
ADHOC   want to save them for future use. Other times you begin to design a
ADHOC   report and have to move on to other tasks before finishing.
ADHOC
ADHOC   Well, the great thing here is that you can save a report's
ADHOC   configuration and access it later.
ADHOC
ADHOC   Any time during the creation of a report you can press [S] Save
ADHOC   Report. The System will ask you to enter a brief description for the
ADHOC   report, which will be used to help you identify it later.
ADHOC
ADHOC   Also, each time you exit the Ad Hoc Report generator, you will have
ADHOC   the opportunity to save the current report configuration.
ADHOC
ADHOC
ADHOC   Retrieving Reports
ADHOC
ADHOC   Each time you access the Ad Hoc Report generator, you will be given
ADHOC   a fresh screen, with none of the parameters set. You can either
ADHOC   create a new report from scratch or, if you have saved any of your
ADHOC   previous configurations, you can access them by pressing [P].
ADHOC
ADHOC   When you select [P], a Help List of previously saved reports will
ADHOC   appear. Highlight and select the report you want. The System will
ADHOC   display the standard Ad Hoc Report generator screen, with the
ADHOC   corresponding configuration.
ADHOC
ADHOC   You are free to change the report, send it to the printer, screen,
ADHOC   database file, or ASCII text file. You may want to use the same exact
ADHOC   settings over and over again. You may want to just change a date or
ADHOC   two each time.
ADHOC
ADHOC   The operating procedures are virtually the same as creating a report
ADHOC   from scratch. All of the Processing Screens and Function Keys are
ADHOC   the same. The difference is that previous reports already have
ADHOC   parameters set.
ADHOC
ADHOC   Saving a report that you have chosen from the list of previously
ADHOC   saved reports involves a little more work than saving one that was

ADHOC   newly created. When you exit from the Ad Hoc option or press [S],
ADHOC   the following message will appear:
ADHOC
ADHOC   This Report Already Exists. Overwrite? (Y/N)
ADHOC
ADHOC   If you answer "Y", the previous report configuration will be
ADHOC   overwritten with the current configuration. The description of the
ADHOC   report will remain the same, but the date will change to reflect the
ADHOC   date when the report was changed.
ADHOC
ADHOC   If you do not want to overwrite the report, press "N". Then change
ADHOC   the report description so you can identify the new report from the
ADHOC   old one, which will remain unchanged. The date will automatically be
ADHOC   changed to reflect the date the new report was created.
ADHOC
ADHOC   This new report will be added to the list of saved reports. The next
ADHOC   time you need this report, you can select it from the previously
ADHOC   saved reports list.
ADHOC
ADHOC
ADHOC   We have now finished the process of creating an Ad Hoc report. With a
ADHOC   little practice, you will be creating and perfecting your own Ad Hoc
ADHOC   reports in no time.
ADHOC
ADHOCC
ADHOCC   [F10] Conditions
ADHOCC
ADHOCC   Now determine what records you want to include on the report. Instead
ADHOCC   of working with every record in the database, you can qualify the
ADHOCC   records to report on. You may only want records within a certain Date
ADHOCC   Range. You decide. The possibilities are left to your imagination.
ADHOCC
ADHOCC   Press [F10] Conditions to display the screen on the following page.
ADHOCC   This screen is used to enter the conditions that you want to use to
ADHOCC   qualify records.
ADHOCC
ADHOCC   When you first create a report, the conditions will not be set up
ADHOCC   for you, as they are on the Condition screen shown on the previous
ADHOCC   page. You will have to enter them on your own.
ADHOCC
ADHOCC   The first entry you should make on the Conditions screen is the field
ADHOCC   description. The fastest and easiest way to enter one is to use the
ADHOCC   available Help List. To do so, leave the Default Column Header empty
ADHOCC   and press [Enter]. The Help List will appear.
ADHOCC
ADHOCC   Use the navigational keys to highlight the entry you want, and press
ADHOCC   [Enter] to enter your selection into the current field.
ADHOCC
ADHOCC   Now go to the next field Relation. Enter one of the Relations that

Sheet1

ADHOCC   are listed in the table below. You can also leave the Relation field
ADHOCC   blank and press [Enter] to use the Help List.
ADHOCC
ADHOCC   Then go to the next field Condition. Enter a Condition that works
ADHOCC   logically with the statement you are creating.
ADHOCC
ADHOCC   The Condition field is automatically formatted to accept only the
ADHOCC   entries that relate to the current Default Column Header. You will
ADHOCC   not be able to enter letters, for example, into the Condition field
ADHOCC   if the current field is a Date field. Furthermore, you must enter
ADHOCC   Conditions using only upper case letters. You may enter partial
ADHOCC   entries for some fields.
ADHOCC
ADHOCC   If you are only going to use one statement to qualify records, you
ADHOCC   are through. If you want to add other fields, as in this example,
ADHOCC   use the Logicals to string together each of the individual
ADHOCC   statements. The Logicals are: AND, OR, NOT, AND NOT, and OR NOT.
ADHOCC
ADHOCC   As mentioned before, there are several ways to qualify records. Once
ADHOCC   you play around with the parameters and view the outcomes, you will
ADHOCC   develop a good feel for what you are doing. The only rule to remember
ADHOCC   with Logicals is that if you have more than one statement, one of
ADHOCC   the statements must not have a Logical in order to signify the end
ADHOCC   of the conditions.
ADHOCC
ADHOCC   To create another statement, select [F2] Add. Repeat the above
ADHOCC   procedures for each of the parameters. When you have entered all of
ADHOCC   the statements you want, press [Esc]. The main Ad Hoc screen will
ADHOCC   appear.
ADHOCC
ADHOCC
ADHOCS   [F7] Sort Order
ADHOCS
ADHOCS   Now determine the vertical order in which you would like records to
ADHOCS   appear in each column. Do you want them ordered by Date, Name, etc.?
ADHOCS   And do you want them listed in ascending or descending order?
ADHOCS
ADHOCS   Note: Ad Hoc Reports allow sorting only on the fields selected for
ADHOCS   the Column Headers of the report. If no sort order is chosen, the
ADHOCS   records will be sorted automatically on the first column in
ADHOCS   ascending order.
ADHOCS
ADHOCS   When you have decided upon an order, select [F7] Sort Order. The
ADHOCS   following screen will appear, listing the fields you have selected
ADHOCS   as headers. The available commands are listed at the bottom of the
ADHOCS   screen.
ADHOCS
ADHOCS   The first field will be highlighted and denoted with an "A" in the
ADHOCS   right-most column. This is the default setting: column 1 is

ADHOCS   automatically set to Ascending when no sort orders have been chosen.
ADHOCS   The sort type for Descending is "D".
ADHOCS
ADHOCS   In this example, records are sorted in ascending order by SR Category
ADHOCS   and by Project Name. Ascending order is from lowest to highest, A to
ADHOCS   Z, first to last. Descending order is the opposite.
ADHOCS
ADHOCS   Press [Space Bar] to change the Sort Type of the highlighted entry
ADHOCS   from "A" to "D" to " ", each time you press it. If left blank, the
ADHOCS   current field will not be used as a sort field. If you would like to
ADHOCS   sort by another header, highlight that header and press [Space Bar].
ADHOCS
ADHOCS   Repeat this until you have marked each header that you want to sort
ADHOCS   by; then press [Esc] to exit.
ADHOCS
ADHOCT   [F9] Totals/Subtotals
ADHOCT
ADHOCT   Now decide when and where to calculate totals, how to group records,
ADHOCT   and what records to count.
ADHOCT
ADHOCT   Highlight each numeric field you want totals calculated for and press
ADHOCT   [F9] for each one. A "Y" will appear for each marked field.
ADHOCT
ADHOCT   Next, determine if you want subtotals calculated for any group of
ADHOCT   records. Highlight each field that you want to group records by, one
ADHOCT   at a time, and press [F8] for each one.
ADHOCT
ADHOCT   Groups will automatically be separated on the report by a blank line.
ADHOCT   You can also have groups printed on separate pages.
ADHOCT
ADHOCT   There are two rules to keep in mind when you are selecting the Group
ADHOCT   By fields and the Total On fields. First, a Group By field must be
ADHOCT   one of the Sort By fields that you have already selected. Second, a
ADHOCT   Total On field must be numeric. If you select a field that is not
ADHOCT   acceptable, you will get a message stating that you must select
ADHOCT   either a sorted field or one that is numeric.
ADHOCT
ADHOCT   If you want to count any records, highlight each field that you want
ADHOCT   to count on, one at a time, and press [F10] for each one. A Y" will
ADHOCT   mark the selection. The number of records counted is printed after
ADHOCT   each group of records. A grand total for each selected field will
ADHOCT   also be printed at the end of the report.
ADHOCT
ADHOCT
HELP0000
HELP0000   What is LT HelpDesk?
HELP0000
HELP0000   LT HelpDesk is a Network Management Application for entering,
HELP0000   processing, & managing users' requests for Service and Support on

HELP0000   hardware or software needs.
HELP0000
HELP0000 Whom is it For?
HELP0000
HELP0000   LT HelpDesk is ideally suited for MIS Supervisors, Service
HELP0000   Technicians, and End-Users and can accommodate almost anyone who
HELP0000   manages service requests.
HELP0000
HELP0000   1. Organize & track service requests by User, Priority, Location,
HELP0000   Category, Project, Type, Date, Time, Man-Hour, etc.
HELP0000
HELP0000   2. Identify specific areas where additional User Training could
HELP0000   reduce the burden of End-User Support.
HELP0000
HELP0000   3. Relieve phone answering Bottle-Neck at Support Desk by allowing
HELP0000   Users to enter Service Requests directly into the system via
HELP0000   computers.
HELP0000
HELP0000   4. Create Custom Ad Hoc Reports regarding number of requests
HELP0000   serviced, time spent, number of back logged requests, etc.
HELP0000
HELP0000   5. Create Reports for Today's Service Requests and Open Service
HELP0000   Requests.
HELP0000
HELP0000   6. Enter Service Requests into the system via their own computer.
HELP0000
HELP0000   7. Monitor the progress of technicians as they respond to end-user
HELP0000   requests.
HELP0000
HELP0000
HELP0000 How Does it Work?
HELP0000
HELP0000   LT HelpDesk uses a menu-driven, function-key-oriented interface to
HELP0000   maintain databases of Categories, Projects, Service Requests, etc.
HELP0000   It allows you to add, edit, find, delete, sort and print information
HELP0000   in a simple, easy manner.
HELP0000
HELP0000
HELP0000 --------------------------Access Levels------------------------------
HELP0000
HELP0000 LT HelpDesk provides three separate access levels. They are designed to
HELP0000 give Supervisors, Users and Technicians access to the options they
HELP0000 require to perform their particular tasks.
HELP0000
HELP0000 I. Users
HELP0000
HELP0000   Users enter and report on their own Service Requests. They are able
HELP0000   to view the Technician's progress as he responds to the their
HELP0000   requests. Reports are functionally identical to the other two

HELP0000   levels, except Users only see their own Service Requests. Users
HELP0000   cannot edit the Technician's entries.
HELP0000
HELP0000 II. Technicians
HELP0000
HELP0000   Technicians can process Service Requests, maintain Hours &
HELP0000   Activities, create Custom Ad Hoc Reports, and use LT HelpDesk's
HELP0000   Databases Utilities. Technicians cannot edit or change Users entries.
HELP0000
HELP0000 III. Supervisors
HELP0000
HELP0000   Supervisors can access all options, including the sensitive options
HELP0000   ones, like System Security, which allows you to determine who gets
HELP0000   to use the System and what access level they can use.
HELP0000
HELP0000 --------------------------Gaining Access----------------------------
HELP0000
HELP0000 To gain access to LT HelpDesk, your name and password must be set up on
HELP0000 the System Security Screen in the Utilities Module. Once your name and
HELP0000 password have been set up, you can gain access to the System by entering
HELP0000 them into the System Access Screen. (Passwords do not display when
HELP0000 entered.)
HELP0000
HELP0000
HELP0000 -------------------------Main Menu Options--------------------------
HELP0000
HELP0000 LT HelpDesk consists of several options to help you maintain, process,
HELP0000 and manage Service Requests. The Main Menu, illustrated below, displays
HELP0000 the available options of LT HelpDesk and allows you to conveniently
HELP0000 access them.
HELP0000
HELP0000 Use the up or the down arrow keys to highlight a selection, and press
HELP0000 Enter to activate it. You may also press the key corresponding to the
HELP0000 first letter of the desired option. If more than one option begins with
HELP0000 the same first letter, only the first listed option will be activated
HELP0000 when you press the corresponding letter. Options with MENU at the end
HELP0000 of their names take you to a sub-menu.
HELP0000
HELP1000 ---------------------------Service Requests--------------------------
HELP1000
HELP1000
HELP1000 Users
HELP1000
HELP1000   The Service Requests Screen allows Users to add, find, edit, delete,
HELP1000   print, and view Service Requests.
HELP1000
HELP1000   Note: When you first access this module, the Service Requests Screen
HELP1000   will be empty. Your first step is to add Service Requests.
HELP1000

HELP1000   Adding Service Requests
HELP1000
HELP1000   [F2] allows you to add Service Requests to the Service Requests
HELP1000   Screen. When you press [F2], the Service Requests Screen will change
HELP1000   to input mode and await your input.
HELP1000
HELP1000   The Service Request Number is automatically incremented for each new
HELP1000   Service Request. The Date and Time default to the current date and
HELP1000   time. Requester defaults to current users Access Name.
HELP1000
HELP1000   Enter the appropriate information into the corresponding fields. The
HELP1000   Service Request Category is the only field that must be filled. A
HELP1000   Lookup Table of Categories can be accessed by pressing [PgDn] with
HELP1000   the Status field empty.
HELP1000
HELP1000   Highlight and select the Category you want to use. When you have
HELP1000   entered all of the information you want, press [PgDn] to add the
HELP1000   current Service Request to the System.
HELP1000
HELP1000
HELP1000   Technicians
HELP1000
HELP1000   The Service Requests Screen allows Technicians to find, edit, sort,
HELP1000   print, and view Service Requests. It also allows Technicians to
HELP1000   access the Hours and Activity Screen.
HELP1000
HELP1000   Note: When you first access this module, the screen may be empty, as
HELP1000   shown above. Service Requests must be added by Users or Supervisors
HELP1000   before you can process them.
HELP1000
HELP1000
HELP1000   Processing Requests
HELP1000
HELP1000   [F4] Edit allows you to process Service Requests. When you press
HELP1000   [F4], the Service Requests Screen will change to edit mode and await
HELP1000   your input.
HELP1000
HELP1000   Enter the appropriate information into the corresponding fields. The
HELP1000   Project Number is the only field that must be filled. A Lookup Table
HELP1000   of Projects can be accessed by pressing [PgDn] with the Project
HELP1000   Number field empty.
HELP1000
HELP1000   Highlight and select the Project you want to use. When you have
HELP1000   entered all of the information you want, press [PgDn] to add the
HELP1000   current record to the System.
HELP1000
HELP1000
HELP1000   Hours per Activity
HELP1000

HELP1000   [F8] Hours allows you to maintain hours per activity. When you press
HELP1000   [F8], the Technician Hours and Activity Screen will appear. Use the
HELP1000   standard keys to process records.
HELP1000
HELP1000   Supervisors
HELP1000
HELP1000   When Supervisors select Service Request on the Main Menu, the
HELP1000   following screen will appear. The Service Requests Screen allows
HELP1000   Supervisors to manage Service Requests and access the Hours and
HELP1000   Activity Screen.
HELP1000
HELP1000   Note: When you first access this module, the screen may be empty.
HELP1000   Service Requests must be added by Users or Supervisors before you can
HELP1000   process them. Supervisors have access to all of the options listed
HELP1000   for User and Technician.
HELP2000   ------------------------------Projects------------------------------
HELP2000
HELP2000   The Projects Screen allows Supervisors to add, edit, find, and delete
HELP2000   Projects.
HELP2000
HELP2000   Note: When you first install LT HelpDesk, the Projects Screen will be
HELP2000   empty. Before you begin using LT HelpDesk, you must add the Projects to
HELP2000   which you will assign Service Requests.
HELP2000
HELP2000   ---------------------------Adding Projects---------------------------
HELP2000
HELP2000   [F2] Add allows you to add Projects to the Projects Screen.
HELP2000
HELP2000   When you press [F2], the Projects Screen will change to input mode and
HELP2000   await your input.
HELP2000
HELP2000   The Project Number is automatically incremented for each new Project.
HELP2000   The dates for Date Entered, Assigned, and Date Started default to the
HELP2000   current date.
HELP2000
HELP2000   Enter the appropriate information into the corresponding fields. The
HELP2000   Project Status Code is the only field that must be filled. A Lookup
HELP2000   Table of Project Status Codes can be accessed by pressing [PgDn] with
HELP2000   the Status field empty.
HELP2000
HELP2000   Highlight and select the code you want to use. When you have entered
HELP2000   all of the information you want, press [PgDn] to add the current Project
HELP2000   to the System.
HELP3000   ----------------------------Lookup Tables----------------------------
HELP3000
HELP3000
HELP3000   What are Lookup Tables?
HELP3000
HELP3000   Lookup Tables allow Supervisors to create, maintain, and view lists

HELP3000   of valid Service Request Categories and Project Status Codes.
HELP3000
HELP3000   These lists provide LT HelpDesk with the data to perform input
HELP3000   validations on records that are entered into the Service Request
HELP3000   Module and Projects Module. This is done by comparing the entries
HELP3000   made by users in those two modules to what has been entered on these
HELP3000   Lookup Tables.
HELP3000
HELP3000   In addition, these lists allow Users and Supervisors to look up and
HELP3000   select valid Service Request Categories when processing Service
HELP3000   Requests. Supervisors also have the ability to look up Project
HELP3000   Status Codes when processing Projects.
HELP3000
HELP3000
HELP3000 Service Request Categories
HELP3000
HELP3000   The Service Request Categories Lookup Table allows you to maintain a
HELP3000   list of valid Service Request Categories. You can add, edit, find,
HELP3000   and delete categories, giving you the ability to customize the System
HELP3000   to meet your needs.
HELP3000
HELP3000   When you first install LT HelpDesk, the Service Request Categories
HELP3000   Screen will be empty, as shown above. Before you begin using LT
HELP3000   HelpDesk, you must enter the categories that will be used to
HELP3000   categorize Service Requests.
HELP3000
HELP3000
HELP3000 Project Status Codes
HELP3000
HELP3000   The Project Status Codes Lookup Table allows you to set up and
HELP3000   maintain a list of codes for denoting the status of projects listed
HELP3000   on the Projects Screen.
HELP3000
HELP3000   This Project Status Codes Screen is automatically set up with six
HELP3000   status codes. You are free to edit and delete these codes.
HELP4000 --------------------------------Reports------------------------------
HELP4000
HELP4000 Reports are available to all three levels. They allow you to see which
HELP4000 service requests are due on the current day and which ones are still
HELP4000 not completed. In addition, Technicians and Supervisors have the ability
HELP4000 to create Ad Hoc Reports.
HELP4000
HELP4000 When you select REPORTS MENU on the Main Menu, TODAY'S SERVICE REQUEST
HELP4000 FORMS and OPEN SERVICE REQUEST REPORT. These two reports are identical
HELP4000 for all levels. Users, however, see only their own requests.
HELP4000
HELP4000 Supervisors and Technicians have access to a third report option, Ad
HELP4000 Hoc Reports.
HELP4000

HELP4000   TODAY'S SERVICE REQUEST FORMS
HELP4000
HELP4000   This option allows you to print Service Request Forms for service
HELP4000   requests due on the current day.
HELP4000
HELP4000   When you select TODAY'S SERVICE REQUEST FORMS, LT HelpDesk will look
HELP4000   for any service requests listed on the Service Request Screen with a
HELP4000   Due Date on the current day.
HELP4000
HELP4000   If any service requests are found, one form for each request will be
HELP4000   sent to the current printer.
HELP4000
HELP4000
HELP4000   OPEN SERVICE REQUEST REPORT
HELP4000
HELP4000   This option allows you to print a list of service requests that are
HELP4000   still open and have not yet been completed.
HELP4000
HELP4000   When you select OPEN SERVICE REQUEST REPORT, LT HelpDesk will look
HELP4000   for service requests listed on the Service Request Screen with a
HELP4000   blank Completion Date.
HELP4000
HELP4000   If any service requests are found, an Open Service Request Report
HELP4000   will be sent to the current printer.
HELP5000   ------------------------------Utilities------------------------------
HELP5000
HELP5000   What are Utilities?
HELP5000
HELP5000   Utilities allow Supervisors and Technicians to perform various
HELP5000   routines that affect the operation of LT HelpDesk. Included are
HELP5000   tools to reindex databases, set up printer configurations, and
HELP5000   establish system security.
HELP5000
HELP5000
HELP5000   For Technicians
HELP5000
HELP5000   Technicians have access to all of the Utilities except for System
HELP5000   Security, which is reserved for Supervisors. The available Utilities
HELP5000   for Technicians are shown below.
HELP5000
HELP5000
HELP5000   For Supervisors
HELP5000
HELP5000   Supervisors have access to all three Utilities, as illustrated below.
HELP5000   System Security gives Supervisors the ability to determine who uses
HELP5000   LT HelpDesk.
HELP5000
HELP5000
HELP5000   Reindex Databases

HELP5000

HELP5000   In the event of an abnormal shut down to the System from power

HELP5000   failure or hardware malfunction, certain disruptive things may

HELP5000   happen internally to LT HelpDesk, preventing it from operating

HELP5000   correctly.

HELP5000

HELP5000   If you know there has been a power failure or other abnormal shut

HELP5000   down to the System, you will know to select Reindex Databases when

HELP5000   the System is turned back on.

HELP5000

HELP5000   In some cases, however, you may be unaware of an abnormal shut down.

HELP5000   An indication that something disruptive has happened will be seen in

HELP5000   the way LT HelpDesk processes records users may be unable to Find

HELP5000   records that exist or Print reports with accurate information, etc.

HELP5000

HELP5000   Tip: Running Reindex Databases periodically optimizes the

HELP5000   performance of LT HelpDesk. It removes records that have been

HELP5000   flagged for deletion by the [F5] Delete process.

HELP5000

HELP5000   When you select REINDEX DATABASES, you will be asked the following

HELP5000   question:

HELP5000

HELP5000   Are You Sure You Want To Reindex The Databases? (Y/N)

HELP5000

HELP5000   If you would like to continue, press "Y". The following question

HELP5000   will appear. Press "N" to return to the Utilities Menu.

HELP5000

HELP5000   Is Everyone Else Out Of The System? (Y/N)

HELP5000

HELP5000   LT HelpDesk must have exclusive use of each database in order to

HELP5000   properly reindex it. For this reason, everyone must be out of the

HELP5000   System to complete this process. Answer "Y" if you are the only one

HELP5000   using LT HelpDesk.

HELP5000

HELP5000

HELP5000   All Databases

HELP5000

HELP5000   If you select ALL DATABASES, the System will begin reindexing every

HELP5000   LT HelpDesk database.

HELP5000

HELP5000

HELP5000   Selective Databases

HELP5000

HELP5000   An index is usually corrupted if power failure or a computer error

HELP5000   occurs while that database is in use. Choose SELECTIVE DATABASES and

HELP5000   reindex the database or databases that you were using at the time.

HELP5000

HELP5000   Move the highlight bar to the database you want to reindex and press

HELP5000   [Space Bar] to select it. An asterisk will appear in the Selection

HELP5000   column, as shown below. Repeat this process for each database you
HELP5000   wish to reindex. Press [F9] to reindex all selected databases.
HELP5000
HELP5000
HELP5000 Printer Configuration
HELP5000
HELP5000   LT HelpDesk is automatically set up to accommodate six standard
HELP5000   printer configurations for reports and printouts. They are referred
HELP5000   to as System printers. In addition, LT HelpDesk allows you to add,
HELP5000   edit, and delete printer configurations for other Custom printers.
HELP5000
HELP5000   Adding Custom Printers
HELP5000   1. If you want to use a printer that is not listed on the Printer
HELP5000   Configuration Screen, use [F2] Add, and add the printer to the
HELP5000   list. All new printers are referred to as Custom.
HELP5000
HELP5000   2. When you select [F2], the Printer Configuration Screen changes
HELP5000   to input mode, as shown below, and waits for you to enter
HELP5000   information.
HELP5000
HELP5000   3. Consult your printer's Manual for the appropriate Compress
HELP5000   code, Reset Code, Landscape Code, etc.
HELP5000
HELP5000   4. Repeat this process for each printer you want to add. Then edit
HELP5000   and delete printers as necessary.
HELP5000
HELP5000   Note: The Printer Configuration Screen allows you to maintain
HELP5000   printer escape codes for common printers. To utilize these codes
HELP5000   once they have been entered, use the [Alt]-[P] command and select
HELP5000   the name of the printer that you want to use. This will not
HELP5000   physically attach your workstation to the printer, but it will
HELP5000   configure your printouts to print properly to the current printer.
HELP5000   Use the standard method at your site to attach to a printer.
HELP5000
HELP5000
HELP5000 System Security
HELP5000
HELP5000   System Security allows Supervisors to set up and maintain the list
HELP5000   of persons authorized to access LT HelpDesk. Only the persons listed
HELP5000   on the System Security Screen, illustrated below, will be able to
HELP5000   access the System.
HELP5000
HELP5000   In addition, as described in Features, LT HelpDesk provides access on
HELP5000   three different levels. System Security enables Supervisors to
HELP5000   determine who gets to access which options.
HELP5000
HELP5000   When you install LT HelpDesk, there will be three users set up to
HELP5000   access the System, one for each Access Level: Supervisor, User, and
HELP5000   Technician. These names are listed without a First Name or Password.

HELP5000   To access the System using one of these names, only enter the Last
HELP5000   Name as it appears on the System Security Screen.
HELP5000
HELP5000   Note: One of the first things you will need to do after you install
HELP5000   LT HelpDesk will be to add users to the System Security Screen, using
HELP5000   [F2] Add.
HELP5000
HELP5000
HELP5000 Adding Users
HELP5000
HELP5000   [F2] Add allows you to add Users to the System Security Screen.
HELP5000
HELP5000   When you press [F2], the System Security Screen changes to input mode
HELP5000   and awaits your input.
HELP5000
HELP5000   Enter the appropriate information into the corresponding fields.
HELP5000   Access Level is the only field that must be filled (with 1, 2, or 3).
HELP5000
HELP5000
HELP5000 Changing Access Levels
HELP5000
HELP5000   By pressing [Alt]-[S] on the Main Menu, LT HelpDesk allows you to
HELP5000   change the current Access Level without having to exit the System.
HELP5000   This gives you the ability to operate LT HelpDesk on any level.
HELP5000
HELPIDX   Reindex Databases
HELPIDX
HELPIDX   In the event of an abnormal shut down to the System from power
HELPIDX   failure or hardware malfunction, certain disruptive things may
HELPIDX   happen internally to LT HelpDesk, preventing it from operating
HELPIDX   correctly.
HELPIDX
HELPIDX   If you know there has been a power failure or other abnormal shut
HELPIDX   down to the System, you will know to select Reindex Databases when
HELPIDX   the System is turned back on.
HELPIDX
HELPIDX   In some cases, however, you may be unaware of an abnormal shut down.
HELPIDX   An indication that something disruptive has happened will be seen in
HELPIDX   the way LT HelpDesk processes records users may be unable to Find
HELPIDX   records that exist or Print reports with accurate information, etc.
HELPIDX
HELPIDX   Tip: Running Reindex Databases periodically optimizes the
HELPIDX   performance of LT HelpDesk. It removes records that have been
HELPIDX   flagged for deletion by the [F5] Delete process.
HELPIDX
HELPIDX   When you select REINDEX DATABASES, you will be asked the following
HELPIDX   question:
HELPIDX
HELPIDX   Are You Sure You Want To Reindex The Databases? (Y/N)

HELPIDX

HELPIDX   If you would like to continue, press "Y". The following question

HELPIDX   will appear. Press "N" to return to the Utilities Menu.

HELPIDX

HELPIDX   Is Everyone Else Out Of The System? (Y/N)

HELPIDX

HELPIDX   LT HelpDesk must have exclusive use of each database in order to

HELPIDX   properly reindex it. For this reason, everyone must be out of the

HELPIDX   System to complete this process. Answer "Y" if you are the only one

HELPIDX   using LT HelpDesk.

HELPIDX

HELPIDX

HELPIDX   All Databases

HELPIDX

HELPIDX   If you select ALL DATABASES, the System will begin reindexing every

HELPIDX   LT HelpDesk database.

HELPIDX

HELPIDX

HELPIDX   Selective Databases

HELPIDX

HELPIDX   An index is usually corrupted if power failure or a computer error

HELPIDX   occurs while that database is in use. Choose SELECTIVE DATABASES and

HELPIDX   reindex the database or databases that you were using at the time.

HELPIDX

HELPIDX   Move the highlight bar to the database you want to reindex and press

HELPIDX   [Space Bar] to select it. An asterisk will appear in the Selection

HELPIDX   column. Repeat this process for each database you wish to reindex.

HELPIDX   Press [F9] to reindex all selected databases.

HELPPRT   Printer Configuration

HELPPRT

HELPPRT   LT HelpDesk is automatically set up to accommodate six standard

HELPPRT   printer configurations for reports and printouts. They are referred

HELPPRT   to as System printers. In addition, LT HelpDesk allows you to add,

HELPPRT   edit, and delete printer configurations for other Custom printers.

HELPPRT

HELPPRT   When you select PRINTER CONFIGURATION on the Utilities Menu, the

HELPPRT   following screen appears.

HELPPRT

HELPPRT   Adding Custom Printers

HELPPRT   1. If you want to use a printer that is not listed on the Printer

HELPPRT   Configuration Screen, use [F2] Add, and add the printer to the

HELPPRT   list. All new printers are referred to as Custom.

HELPPRT

HELPPRT   2. When you select [F2], the Printer Configuration Screen changes

HELPPRT   to input mode, and waits for you to enter information.

HELPPRT

HELPPRT   3. Consult your printer's Manual for the appropriate Compress

HELPPRT   code, Reset Code, Landscape Code, etc.

HELPPRT

HELPPRT   4. Repeat this process for each printer you want to add. Then edit
HELPPRT   and delete printers as necessary.
HELPPRT
HELPPRT   Note: The Printer Configuration Screen allows you to maintain
HELPPRT   printer escape codes for common printers. To utilize these codes
HELPPRT   once they have been entered, use the [Alt]-[P] command and select
HELPPRT   the name of the printer that you want to use. This will not
HELPPRT   physically attach your workstation to the printer, but it will
HELPPRT   configure your printouts to print properly to the current printer.
HELPPRT   Use the standard method at your site to attach to a printer.
HELPPRT
HELPPRT
HELPSEC   System Security
HELPSEC
HELPSEC   System Security allows Supervisors to set up and maintain the list
HELPSEC   of persons authorized to access LT HelpDesk. Only the persons listed
HELPSEC   on the System Security Screen, will be able to access the System.
HELPSEC
HELPSEC   In addition, as described in Features, LT HelpDesk provides access on
HELPSEC   three different levels. System Security enables Supervisors to
HELPSEC   determine who gets to access which options.
HELPSEC
HELPSEC   When you install LT HelpDesk, there will be three users set up to
HELPSEC   access the System, one for each Access Level: Supervisor, User, and
HELPSEC   Technician. These names are listed without a First Name or Password.
HELPSEC   To access the System using one of these names, only enter the Last
HELPSEC   Name as it appears on the System Security Screen.
HELPSEC
HELPSEC   Note: One of the first things you will need to do after you install
HELPSEC   LT HelpDesk will be to add users to the System Security Screen, using
HELPSEC   [F2] Add.
HELPSEC
HELPSEC
HELPSEC   Adding Users
HELPSEC
HELPSEC   [F2] Add allows you to add Users to the System Security Screen.
HELPSEC
HELPSEC   When you press [F2], the System Security Screen changes to input mode
HELPSEC   and awaits your input.
HELPSEC
HELPSEC   Enter the appropriate information into the corresponding fields.
HELPSEC   Access Level is the only field that must be filled (with 1, 2, or 3).
HELPSEC
HELPSEC
HELPSEC   Changing Access Levels
HELPSEC
HELPSEC   By pressing [Alt]-[S] on the Main Menu, LT HelpDesk allows you to
HELPSEC   change the current Access Level without having to exit the System.
HELPSEC   This gives you the ability to operate LT HelpDesk on any level.

HELPSEC
OPERPROC
OPERPROC   OPERATING PROCEDURES FOR LT HELPDESK
OPERPROC   ===================================
OPERPROC
OPERPROC
OPERPROC Operating the LT HELPDESK SYSTEM is simple
OPERPROC
OPERPROC To begin with, there are really only two things to learn.
OPERPROC
OPERPROC 1. How do you communicate with the System? (Input Phase)
OPERPROC 2. How does the System communicate with you? (Output Phase)
OPERPROC
OPERPROC   Input Phase
OPERPROC
OPERPROC   Q.In general, how do you get the System to do what you want?
OPERPROC   A.By pressing keys on the keyboard.
OPERPROC
OPERPROC   Q.How do you find and activate the options you need?
OPERPROC   A.By using the arrow keys to highlight options and [ÄÙ] to activate
OPERPROC   the highlighted one.
OPERPROC
OPERPROC   Q.How do you add records, then find, edit, delete, print, or sort
OPERPROC   them?
OPERPROC   A.By pressing Function Keys F2, then F3, F4, F5, F6, or F7, respect-
OPERPROC   ively, throughout the System. You will also use the standard
OPERPROC   typewriter keys, arrow keys and other "Navigational" Keys.
OPERPROC
OPERPROC   Output Phase
OPERPROC
OPERPROC   Q.In general, how does LT HELPDESK display records and instructions?
OPERPROC   A.By using the screen on the monitor.
OPERPROC
OPERPROC   Q.How does LTH allow you to find and select routines?
OPERPROC   A.By displaying a list (a menu) of the main modules, from which other
OPERPROC   sub-menus and routines can be accessed by using the arrow keys
OPERPROC   and [ÄÙ].
OPERPROC
OPERPROC   Q.How does LT HELPDESK allow you to add and process records?
OPERPROC   A.By using computerized forms or lists, called "Processing Screens",
OPERPROC   which consist of Input Screens and Display Screens.
OPERPROC
OPERPROC Chapter Layout
OPERPROC
OPERPROC This chapter begins with the Input Phase and focuses on what actually
OPERPROC happens when you press certain keys on the keyboard. This is followed
OPERPROC by a discussion on the Output Phase - using Menus, Input Screens, and
OPERPROC Display Screens - which is followed by further operating procedures.
OPERPROC

OPERPROC == Using Keys on the Keyboard ==
OPERPROC
OPERPROC By using keys on the keyboard you will be able to add records, issue
OPERPROC commands, and ultimately control the operations of the entire System.
OPERPROC LTH actually does the work for you. All you do is provide it with
OPERPROC information and instructions, using keys on the keyboard.
OPERPROC
OPERPROC
OPERPROC   Four Types of Keys
OPERPROC   ------------------
OPERPROC
OPERPROC   * Alphanumeric Keys
OPERPROC   * Navigational Keys
OPERPROC   * Function Keys
OPERPROC   * Special Keys/Hot Keys
OPERPROC
OPERPROC - Alphanumeric Keys are standard typewriter keys and are used to enter
OPERPROC   text and numbers into the System.
OPERPROC
OPERPROC - Navigational Keys are keys which allow you to move the cursor about
OPERPROC   the screen and access information in various locations. They are
OPERPROC   used in just about every operation.
OPERPROC
OPERPROC For Menus:
OPERPROC
OPERPROC [] Moves highlighted bar down one option.
OPERPROC [] Moves highlighted bar up one option.
OPERPROC
OPERPROC For Display Mode:
OPERPROC
OPERPROC []   Moves cursor down one entry.
OPERPROC []   Moves cursor up one entry.
OPERPROC [PgDn] Moves cursor down one page.
OPERPROC [PgUp] Moves cursor up one page.
OPERPROC [End] Moves cursor to bottom of list.
OPERPROC [Home] Moves cursor to top of list.
OPERPROC
OPERPROC For Input or Edit Mode:
OPERPROC
OPERPROC []   Moves cursor forward one field.
OPERPROC []   Moves cursor backward one field.
OPERPROC [ ]   Moves cursor right one character.
OPERPROC []   Moves cursor left one character.
OPERPROC [ÄÙ] Moves cursor forward one field.
OPERPROC
OPERPROC - Function Keys are keys on keyboards labeled "F1", "F2", etc. They
OPERPROC   are used by many different software programs, to issue the commands
OPERPROC   that determine the action(s) taken by the program. They are the
OPERPROC   principle means of getting the System to accomplish your goals.

OPERPROC
OPERPROC   Function Keys are normally used in conjunction with Processing
OPERPROC   Screens, where they are listed at the bottom of the screen and
OPERPROC   followed by a brief description - F1 Help.
OPERPROC
OPERPROC == Using Function Keys ==
OPERPROC
OPERPROC To activate one, simply press the key corresponding to the function you
OPERPROC want to perform. The System will either complete the selected process
OPERPROC on its own or inform you of what happens next.
OPERPROC
OPERPROC Function Keys [F1] through [F7] are standard throughout the System and
OPERPROC are used in many operations. They allow you to add, edit, delete,
OPERPROC print or perform other "utility"-type functions on records.
OPERPROC
OPERPROC In many cases, Function Keys [F8] through [F10] will be available.
OPERPROC These keys provide functions in addition to the standard keys.
OPERPROC
OPERPROC This chapter concentrates on the general, System-wide operating proced-
OPERPROC ures of keys [F1] through [F7].
OPERPROC
OPERPROC
OPERPROC *[F1]Help displays reference information about the current operating
OPERPROC   procedures.
OPERPROC
OPERPROC   When you select [F1], key assignments for Function Keys and
OPERPROC   Navigational Keys will appear at the top of the screen; a scrollable
OPERPROC   section of text will appear below.
OPERPROC
OPERPROC   Key(s)   Purpose
OPERPROC   --
OPERPROC   [Esc]   Deactivates Help and returns you to the previous screen.
OPERPROC   [Ctrl]-[Home]Displays full screen of text.
OPERPROC   [Ctrl]-[End] Displays Key Guide, with text below.
OPERPROC   [O]   Displays standard, System-wide Operating Procedures.
OPERPROC   [F6]   Prints Entire Manual or just the Current Module.
OPERPROC   Navigational Scrolls through the text, line to line, page to page,
OPERPROC   or start to end.
OPERPROC
OPERPROC *[F2]Add allows you to add records.
OPERPROC
OPERPROC Automatic Sorting
OPERPROC -----------------
OPERPROC
OPERPROC Records on the screen are automatically sorted for you, based on the
OPERPROC current sort order, so you may add records at any position on the
OPERPROC screen. You need not bother with finding a position to insert each
OPERPROC record; LT HelpDesk does it for you.
OPERPROC

OPERPROC Entering Records
OPERPROC ----------------
OPERPROC
OPERPROC When you select [F2], the fields of the Input Screen will be cleared
OPERPROC to provide space for the new record. The record will become "locked",
OPERPROC so that no one else can access it. The cursor will be placed in the
OPERPROC first input field, and the System will be waiting for you to begin
OPERPROC entering information. Enter the appropriate characters into the
OPERPROC corresponding field(s), using the Alphanumeric and Navigational Keys.
OPERPROC
OPERPROC   Key(s)   Purpose
OPERPROC --
OPERPROC Alphanumeric Enters text and numbers into input fields.
OPERPROC []   Moves cursor forward one field.
OPERPROC []   Moves cursor backward one field.
OPERPROC [Ä]   Moves cursor right one character.
OPERPROC [Ä]   Moves cursor left one character.
OPERPROC [ÄÙ]   Moves cursor forward one field.
OPERPROC
OPERPROC Automatic Defaults
OPERPROC ------------------
OPERPROC
OPERPROC To enable you to by-pass repeatedly entering frequently used
OPERPROC information, some fields on the screen (like "Date" fields) may
OPERPROC default to pre-determined settings.(e.g todays date)
OPERPROC
OPERPROC For the most part, you will be able to change defaults after they have
OPERPROC been displayed on screen; occasionally, though, to safe-guard against
OPERPROC record disruption, you will not be able to change (or even access)
OPERPROC some default values.
OPERPROC
OPERPROC Input Validations
OPERPROC -----------------
OPERPROC
OPERPROC To assure accuracy in the creation of records, certain fields must be
OPERPROC filled each time you add a record; some fields even require valid,
OPERPROC System-recognized entries. When you select [PgDn], these entries are
OPERPROC validated by LTH before it stores each record. If something invalid
OPERPROC is detected you will be notified and informed of what to do. For more
OPERPROC details about setting up Validations, please refer to the chapter
OPERPROC entitled Validations. Validations will be listed in the chapter
OPERPROC devoted to the operation you are performing.
OPERPROC
OPERPROC Processing the Current Record
OPERPROC -----------------------------
OPERPROC
OPERPROC The System will wait until you press one of the keys listed at the
OPERPROC bottom of the screen before it will begin processing the current
OPERPROC record. Until you do so, though, you are free to change or erase any

OPERPROC of your entries, without affecting the System. As soon as you select
OPERPROC a key, LTH goes to work, performing one of the actions listed below.
OPERPROC
OPERPROC
OPERPROC   Key(s)   Purpose
OPERPROC --
OPERPROC [Esc] Aborts the current record and returns you to display mode,
OPERPROC   without adding the record.   In Continuous Insert (see below),
OPERPROC   all records created previously during the current Insert Mode
OPERPROC   will be saved.
OPERPROC [PgDn]Validates your entries, then adds the current record to the
OPERPROC   System.
OPERPROC Note:
OPERPROC -----
OPERPROC
OPERPROC If you are accessing the last field of an Input Screen, any of the
OPERPROC following actions will produce the same result as pressing [PgDn]:
OPERPROC
OPERPROC Pressing [PgUp].
OPERPROC Pressing [ÄÙ].
OPERPROC Pressing [].
OPERPROC Pressing [Ä] when the cursor is in the last space.
OPERPROC Entering a character into the last space.
OPERPROC
OPERPROC *[F3]Search allows you to search for records.
OPERPROC
OPERPROC When you select [F3], you will be asked to enter a search code (a date
OPERPROC or number, etc.) for the record(s) you want to locate. The type of
OPERPROC search code used is determined by the current sort order (see [F7],
OPERPROC below). You may enter one or more of the first few characters. The
OPERPROC first matching record will become the current record.
OPERPROC
OPERPROC   Key(s)   Purpose
OPERPROC --
OPERPROC Alphanumeric Allows you to enter the search code.
OPERPROC [ÄÙ]   Searches for any record(s) matching the entered character(s)
OPERPROC [Esc]   Deactivates Search and returns you to the previous screen.
OPERPROC
OPERPROC *[F4]Edit allows you to change records.
OPERPROC
OPERPROC Scroll through the list until you highlight the record you want to
OPERPROC edit; then select [F4]. Input Validations and operating procedures
OPERPROC are virtually the same as [F2] Add. One record is edited for each
OPERPROC [F4] selection.
OPERPROC
OPERPROC   Key(s)   Purpose
OPERPROC --
OPERPROC [Esc] Cancels any changes just made and returns you to display mode.
OPERPROC   All fields will be restored to their original states.

OPERPROC [PgDn] Validates your entries, adds the changes to the System, then
OPERPROC   returns you to display mode.
OPERPROC
OPERPROC *[F5]Delete allows you to delete records.
OPERPROC
OPERPROC Scroll through the list until you highlight the record you want to
OPERPROC delete; then select [F5]. LTH will respond by asking if you are
OPERPROC certain you want to delete the current record. An answer of "Y"
OPERPROC permanently removes the record; "N" saves it. One record is deleted
OPERPROC for each [F5] selection.
OPERPROC
OPERPROC If associated detail records exist for the current record, you will be
OPERPROC notified and asked whether you still want to delete the record. A
OPERPROC response of "Y" permanently deletes the record and all related details
OPERPROC
OPERPROC *[F6]Print creates a printout of the current record.
OPERPROC
OPERPROC Scroll through the list until you highlight the record you want to
OPERPROC print; then select [F6].   When you select [F6], one of two things
OPERPROC will happen:
OPERPROC
OPERPROC   1. The printout will automatically be sent to the currently set up
OPERPROC   printer, and you will return to display mode.
OPERPROC
OPERPROC   2. If associated detail records exist for the current record, you
OPERPROC   will be asked if you would like to have them printed with the
OPERPROC   printout. A response of "Y" prints the current record and the
OPERPROC   related details; "N" prints only the current record.
OPERPROC
OPERPROC Setting Up Printers
OPERPROC -------------------
OPERPROC
OPERPROC There are two levels for setting up printers:
OPERPROC
OPERPROC a. Personal Printer Configuration, see [Alt]-[S], below.
OPERPROC b. System Printer Configuration, refer to the UTILITIES chapter.
OPERPROC
OPERPROC
OPERPROC *[F7]Sort allows you to change the order in which records are
OPERPROC   displayed on the screen.
OPERPROC
OPERPROC When you select [F7] a menu will appear, from which you can change the
OPERPROC current sort order. In addition, the new Sort Order field(s) will
OPERPROC appear in the left-most column(s).
OPERPROC
OPERPROC
OPERPROC Note:
OPERPROC -----
OPERPROC

OPERPROC Sort Orders determine what type of search code is used when you
OPERPROC select [F3] Search. If records are sorted by Project Number, for
OPERPROC example, when you select [F3], LTH will ask you to enter the Project
OPERPROC Number of the record you want to locate.
OPERPROC
OPERPROC
OPERPROC *Special Keys is the name used for various combinations of keys, like
OPERPROC [Alt]-[S], whereby you simultaneously press two keys "Alt" and "S".
OPERPROC Also included in this category is the [Alt]-[T] key.
OPERPROC
OPERPROC
OPERPROC [Alt]-[C] Creating Change Requests.
OPERPROC   This option allows you to enter LTH change requests. See "Change
OPERPROC   Requests", below.
OPERPROC
OPERPROC *Menus
OPERPROC
OPERPROC A menu is a list of options from which you select the operation you
OPERPROC want to perform. LTH uses menus to show you what options are avail-
OPERPROC able and allow you to quickly and easily access them, with just a
OPERPROC single keystroke.
OPERPROC
OPERPROC An example of your menu:
OPERPROC
OPERPROC   MAIN MENU
OPERPROC   ÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄÄ
OPERPROC   ³ SERVICE REQUESTS
OPERPROC   ³ PROJECTS
OPERPROC   ³ LOOKUP TABLE MENU
OPERPROC   ³ REPORTS MENU
OPERPROC   ³ UTILITIES MENU
OPERPROC
OPERPROC
OPERPROC Use the up or down arrow keys to move from option to option and [ÄÙ]
OPERPROC to activate the highlighted one. [Esc] moves you backwards through
OPERPROC menus. On the Main Menu, pressing [Esc] will prompt the box asking
OPERPROC if you want to Exit the System "Y" will take you out of LT HELPDESK
OPERPROC Note:
OPERPROC -----
OPERPROC You may enter the first letter of an option name to quickly activate
OPERPROC the first matching option.
OPERPROC
OPERPROC
OPERPROC *Display Screens
OPERPROC
OPERPROC Display Screens allow you to view (not Add, Edit or Delete) records.
OPERPROC They are usually in the form of lists, displaying important details
OPERPROC about a particular group of records. The "current" record is always
OPERPROC the highlighted record.

OPERPROC
OPERPROC Most computer screens appear in display mode first and are, in that
OPERPROC way, considered "Display Screens." When [F2]Add or [F4]Edit are
OPERPROC selected (if applicable), they change to input mode and are then
OPERPROC considered "Input Screens".
OPERPROC
OPERPROC *Input Screens
OPERPROC
OPERPROC Input Screens are for adding and processing records. They are
OPERPROC essentially computerized forms with blanks (called fields), into which
OPERPROC specific information is to be inserted, using the Alphanumeric Keys on
OPERPROC your keyboard.
OPERPROC
OPERPROC Use the Navigational Keys to access input fields and Special Keys to
OPERPROC process records.
OPERPROC
OPERPROC *Processing Screens
OPERPROC
OPERPROC LTH often combines the functions of Input Screens and Display
OPERPROC Screens. These screens are referred to as "Processing Screens".
OPERPROC
OPERPROC There are three types:
OPERPROC
OPERPROC   * Detail Screens
OPERPROC   * Summary Screens
OPERPROC   * Detail/Summary Screens
OPERPROC
OPERPROC Each has a unique appearance, function, and set of operating proced-
OPERPROC ures. The idea here is that you will be able to process every record
OPERPROC in the System by using only three types of Processing Screens. The
OPERPROC types of records may change from module to module, but the operating
OPERPROC procedures stay the same throughout the System.
OPERPROC
OPERPROC Like most computer generated screens, including menus, Processing
OPERPROC Screens always appear in display mode first, and you are expected to
OPERPROC initiate and control processes using the Navigational Keys, Function
OPERPROC Keys or Special Keys.
OPERPROC
OPERPROC - Detail Screens use the same screen as both an Input Screen and a
OPERPROC   Display Screen, detailing one record at a time.
OPERPROC
OPERPROC   In display mode, Detail Screens function as standard Display Screens
OPERPROC   displaying one record at a time and allowing you to quickly find and
OPERPROC   view the one(s) you want, using the Navigational Keys or [F3]Search.
OPERPROC   When you select [F2]Add or [F4]Edit, the screens change to input
OPERPROC   mode and you can add or edit records right on the same screen.
OPERPROC
OPERPROC - Summary Screens operate the same way as Detail Screens, only instead
OPERPROC   of detailing one record at a time, they contain a summary of related

OPERPROC   records.
OPERPROC
OPERPROC   In display mode, Summary Screens function as standard Display
OPERPROC   Screens, displaying several records at a time and allowing you to
OPERPROC   quickly find and view the one(s) you want, using the Navigational
OPERPROC   Keys or [F3] Search. When you select [F2]Add or [F4]Edit, the
OPERPROC   corresponding Detail Screen will appear, in input mode, waiting for
OPERPROC   you to enter information.
OPERPROC
OPERPROC - Detail/Summary Screens combine the operations of one Detail Screen
OPERPROC   and one Summary Screen.
OPERPROC
OPERPROC   The Summary Screen at top lists the existing records. The Detail
OPERPROC   Screen at bottom details the record currently highlighted in the
OPERPROC   Summary Screen. Use the Navigational Keys to highlight entries in
OPERPROC   the Summary Screen and Function Keys to process the highlighted
OPERPROC   record. The Detail Screen is used for [F2]Add or [F4]Edit.
OPERPROC
OPERPROC *Help Lists
OPERPROC
OPERPROC Help Lists are Display Screens which are used during input mode to
OPERPROC help you select valid information to put into fields of Input Screens.
OPERPROC
OPERPROC For example, if you are adding a record and select [PgDn], LTH will
OPERPROC check to make sure certain fields have been filled correctly. If an
OPERPROC incorrect entry is found, you will be notified and given a Help List,
OPERPROC from which to have the System enter a valid one for you. Help Lists
OPERPROC are simply Validation Screens, reformatted to allow you to select
OPERPROC entries from them.
OPERPROC
OPERPROC The System will automatically highlight the closest match to the
OPERPROC invalid entry (if any).   Use the standard Navigational Keys to
OPERPROC highlight other entries and [ÄÙ] to insert the highlighted entry
OPERPROC into the appropriate field. [F3] Search will allow you to quickly
OPERPROC access an entry.
OPERPROC
OPERPROC Instead of typing every single character of long records, it may be
OPERPROC faster and easier to use Help Lists. Simply enter the information
OPERPROC you want into the screen, leave whatever field(s) you want blank,
OPERPROC then select [PgDn]. If any of the blank fields happen to be
OPERPROC "validated fields," a Help List will appear so you can quickly select
OPERPROC an entry.
OPERPROC
OPERPROC *Entering Dates
OPERPROC
OPERPROC Dates should be entered in the following format: mm/dd/yy. If you
OPERPROC enter an invalid date, such as "44" for "dd", you will be notified
OPERPROC and required to enter a valid date before continuing.
OPERPROC

OPERPROC Furthermore, the date and time are only as accurate as your computer
OPERPROC system's date and time.
OPERPROC
OPERPROC
OPERPROC *Screen Save Feature
OPERPROC
OPERPROC If you are processing records and have not pressed any key for a while
OPERPROC the screen of your monitor will automatically be cleared and a snake
OPERPROC will move on and off the screen. This is done to prolong the life of
OPERPROC your monitor. To restore the screen simply press any key on the
OPERPROC keyboard.
OPERPROC
OPERPROC *If A Database File Does Not Contain Records
OPERPROC
OPERPROC A database is a normally large file of interrelated records. When a
OPERPROC database file does not contain any records, though, some Function Keys
OPERPROC on the corresponding Processing Screen will be inaccessible. The
OPERPROC message "Database Contains No Records ... Press F2 to Add." will be
OPERPROC displayed at the bottom of the current screen, indicating that some
OPERPROC commands (like [F3] Search or [F4] Edit) are only applicable when
OPERPROC records exist within the database.
OPERPROC
OPERPROC To gain access to all available functions, add records by selecting
OPERPROC [F2]Add.
OPERPROC
OPERPROC
OPERPROC *Creating LT helpdesk Change Requests
OPERPROC
OPERPROC LTH is equipped with a self-documenting program whereby users can
OPERPROC request changes to the System. Frequent users probably will see where
OPERPROC certain routines might be modified to suit their needs better. By
OPERPROC pressing [Alt]-[C] users will be able to enter change requests.
OPERPROC
OPERPROC When you select [Alt]-[C], a screen will appear. The Change Request
OPERPROC screen is a standard Detail/Summary Screen. You are free to enter any
OPERPROC comments you like; there are no Input Validations.
OPERPROC* ALT-[S] will allow another person to login to LT helpdesk while some-
OPERPROC one is already in the system, If the newuser logins successfully
OPERPROC the main menu is prompted. If the login is unsuccessfull the previous
OPERPROC user is put back where he/she was before the process began.
OPERPROC
OPERPROC