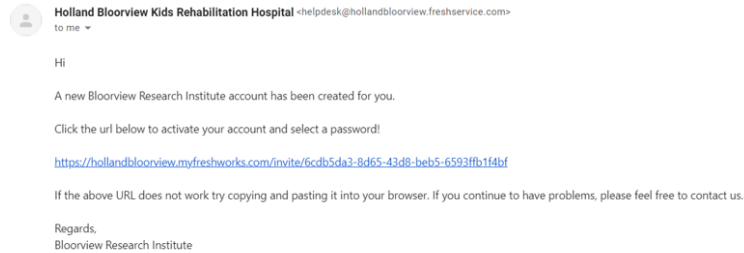


## Freshdesk User Manual

### Accessing Freshdesk

1. To access Freshdesk for the first time, follow the link provided in the activation email sent to your Holland Bloorview email account.



2. You will be required to create a password before you are able to activate your account.

First name \*  Last name \*

Mobile number

Enter password \*

Confirm password \*

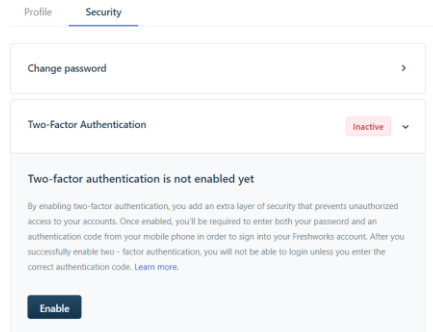
Language:  Time Zone:

3. Once your account has been activated, the Holland Bloorview service desk can be accessed using the following link: <https://hollandbloorview.freshservice.com/>
4. Log in using your Holland Bloorview email account and password selected during activation.

**\*NOTE\*** - If you ever forget your password, click **forgot your password?** to get a password reset link emailed to you.

## Two-Factor Authentication

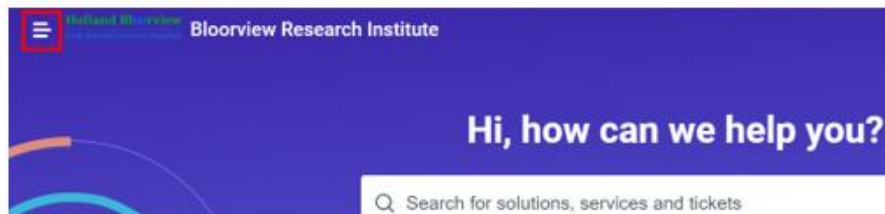
1. When two-factor authentication is enabled, you will receive a six-digit code on your Duo Protection app, if downloaded, used by Holland Bloorview. This code will reset every 30 seconds.
2. Two-Factor Authentication can be enabled/disabled by navigating to the **Security** options under the **Modify Personal Information** tab.



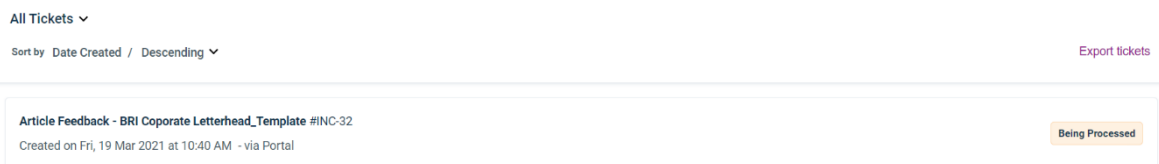
**\*NOTE\*** - When two-factor authentication is enabled for the first time, you will receive a list of recovery codes to be used in the event that you cannot receive the activation codes. Please save this list.

## Tickets and Actions

1. A ticket is any query or article feedback generated within Freshdesk. Tickets can be found by selecting the button in the top left corner to open the sidebar and navigating to the **Tickets** tab.

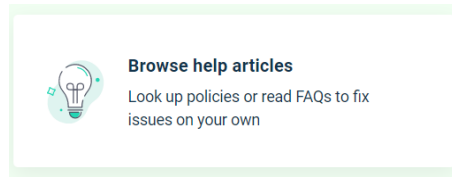


2. Here you can view the status and details of all your open and resolved tickets.

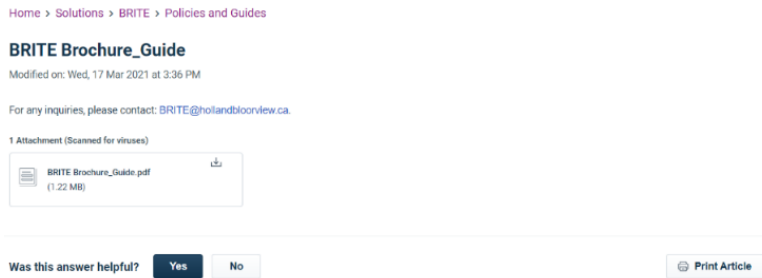


## Solution Articles

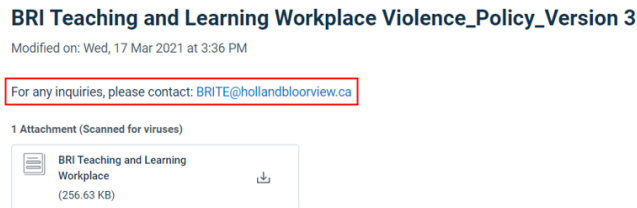
1. Solution articles can be accessed by navigating to the **Solutions** tab within the sidebar. The solution articles can also be accessed through the **Browse help articles** tab found on the homepage.



2. In this section, you can access a variety of forms, policies, and other articles organized by department. Solutions can also be searched by keywords such as department or article type.
3. Each article can be opened and printed, and any attachments can be downloaded for your use. You can also provide feedback about each article by selecting **No** under **Was this article helpful?** Feedback submitted about an article his will be forwarded to the key contact of the category for their review.



**\*NOTE\*** - The key contact for each article can be found in the details of that article.



## Service Catalog

1. Please note that the **Request a Service** and **Service Catalog** features are not enabled for this launch of Freshdesk. They will be accessible for use in future launches.

### REVISION HISTORY

Version #	Date	Action/Modifications	Date effective
1.0	22 Mar 2021	NA	22 Mar 2021