Overview and basic information about askIT

Solution

askIT allows you to use the same knowledge base (KB) that IT Help Central uses to resolve customer issues. You can also use askIT to view a list of scheduled maintenance and known system outages, as well as view your own issues, update them, or close them.

Standard content

Through the company RightAnswers, askIT provides approximately 13,000 standard IT solutions (and more are added all the time) for Microsoft Office, Windows, Mac, iPhone, Android, Microsoft Exchange, Blackboard, Banner, etc.

Custom content

The TTU IT Division provides approximately 3,500 custom solutions related to TTU-specific systems (TTUnet network, Raiderlink, etc.).

Interfaces

Guest Portal (a.k.a. Public Portal)

- Accessible at https://www.askit.ttu.edu, which redirects to https://www.askit.ttu.edu/portal/public
- Open to general public with no eRaider authentication required
- Contains most of the custom TTU solutions
- Cannot view standard RightAnswers content due to licensing restrictions
- You can open a new issue with IT Help Central through this portal

Self-Service Portal

- https://www.askit.ttu.edu/portal/ss, or simply go to https://www.askit.ttu.edu and click the eRaider Sign-in button
- Requires eRaider authentication (open to anyone with an eRaider account)
- Contains everything in the Guest Portal, plus you can:
  - View more of the custom TTU solutions that have been deemed to require eRaider authentication before viewing
  - View standard RightAnswers content
  - View current and planned system downtime (scheduled maintenance and unscheduled service interruptions)
  - View the following information about your previous issues:
    - Issue number
    - Status
    - Assignees
    - Categorization
    - Date opened
    - Date last edited
    - Description & Resolution notes
  - Close your own issues or add notes to them

Solution Properties

Solution ID