

Product - People - Practice

WHY?

Better communication is the key to a happy relationship. Zendesk will increase the capacity of the 4-H Online Support team by providing a platform to address questions, program issues, and overall customer service.

WHAT IS ZENDESK?

Zendesk is a web-based customer support program. Zendesk will allow the Support team to keep our email communication with families and counties organized. If there is an issue or a question a ticket is created and is placed in the support team's inbox – where everyone can see it.

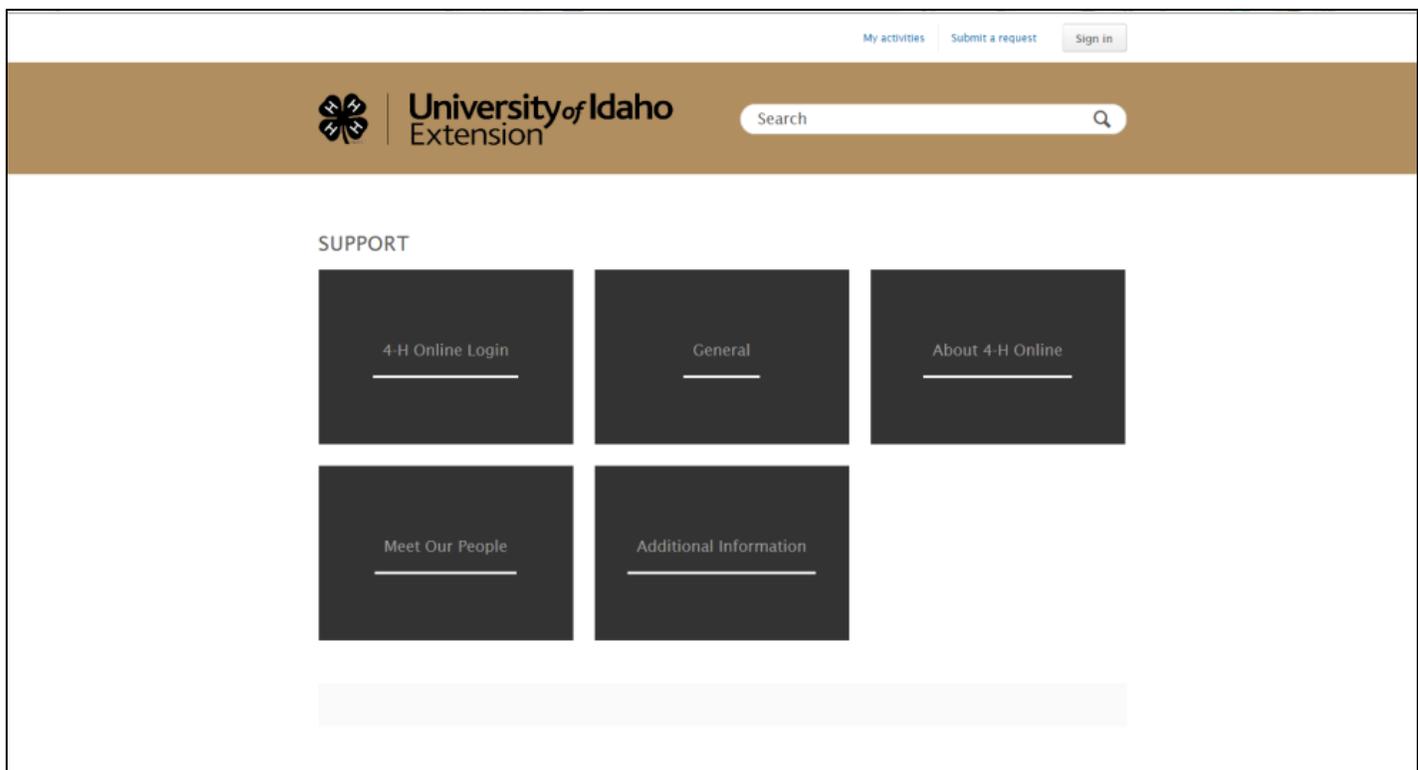
WHAT IT MEANS FOR YOU?

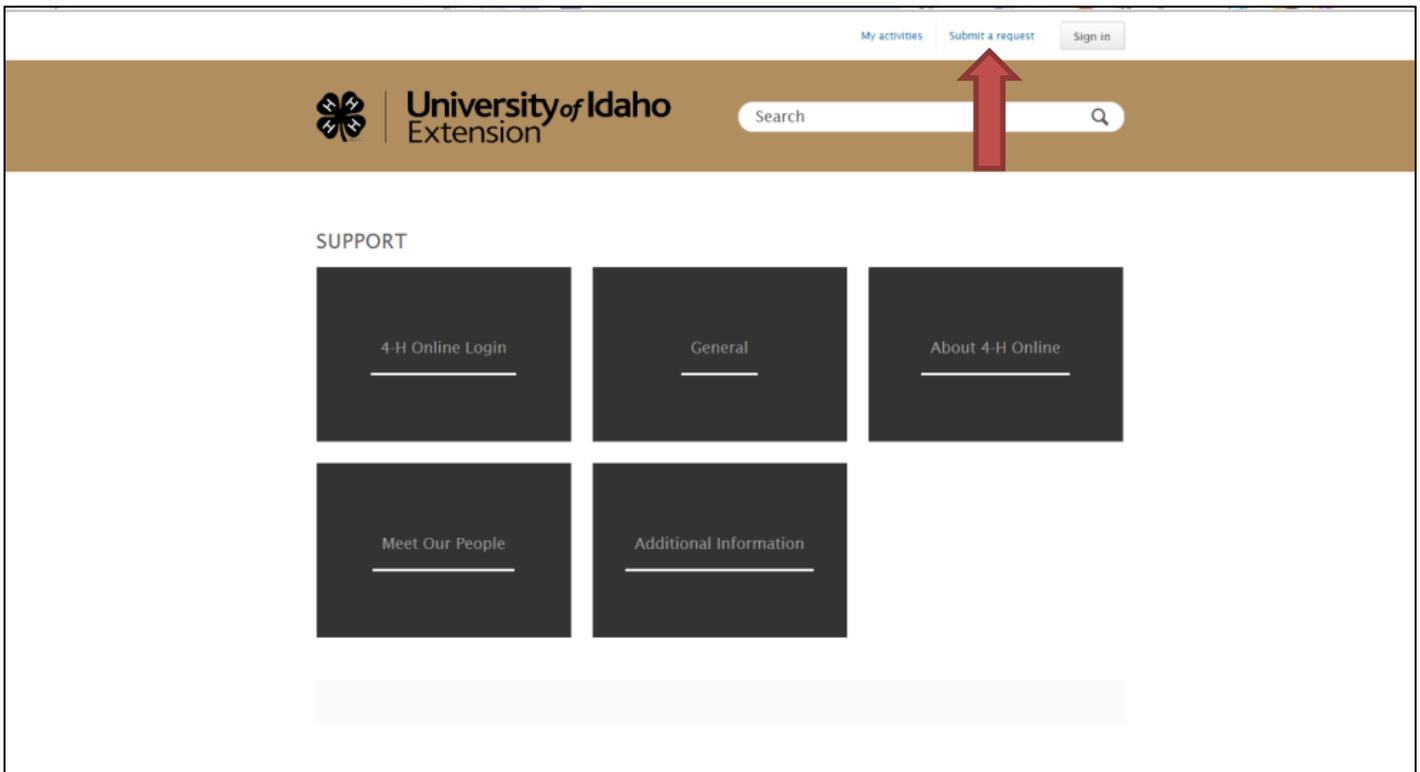
The support team will have the ability to do the following items:

- Collectively address the question/issue at hand
- Respond to issues in a timely fashion
- Track issues for potential training needs and or system issues (and share that information with 4-H Online)
- Streamlined support – and time saving tools.
- Better customer service
- Support

WHERE DO I GO? HOW DO I SUBMIT A TICKET?

<https://idaho4honline.zendesk.com> will take you to the help center which is pictured below





The Helpcenter contains a lot of information, from the Helpcenter you can launch 4-H Online, access the existing helpsheet pages and at the top of the screen (see red arrow) can submit a request. Requests can also be emailed directly to support@idaho4honline.zendesk.com

Details about what is contained in the headings on the Helpcenter:

4-H ONLINE LOGIN – will take you to a hyperlink where you can launch 4-H Online

GENERAL – will take you to FAQ

- About the 4-H Year (and how it affects enrollment in 4-H Online)
- Does 4-H Online work better with specific browsers?
- New Staff – where to start?
- Resource Materials for 4-H Professionals (Staff/Coordinators/Educators) - Hot link to Staff Helpsheets page
- New Family – Where do I start? - Has steps as well as link to Family/Volunteer Helpsheets Page
- Returning Family – Steps as well as link to Family/Volunteer Helpsheets Page
- Resource Materials – Direct link to Family/Volunteer Helpsheets Page
- HELP – will facilitate a ticket submission



ABOUT 4-H ONLINE

- What is 4-H Online?
- Features
- When did Idaho start using 4-H Online?

MEET OUR PEOPLE

- Idaho 4-H Online Support Team

ADDITIONAL INFORMATION

- Why Join Idaho 4-H?
- University of Idaho 4-H Youth Development Website
- Find your County Extension Office
- About 4-H In Idaho
- Statewide 4-H Calendar

If you have questions or need further information do not hesitate to contact Erika Thiel at ethiel@uidaho.edu