

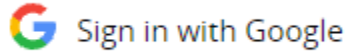
Technology Help Desk: Staff



Logging In:

Step 1: Click on the logo shown on the right from either the Staff Resources page from the district website.

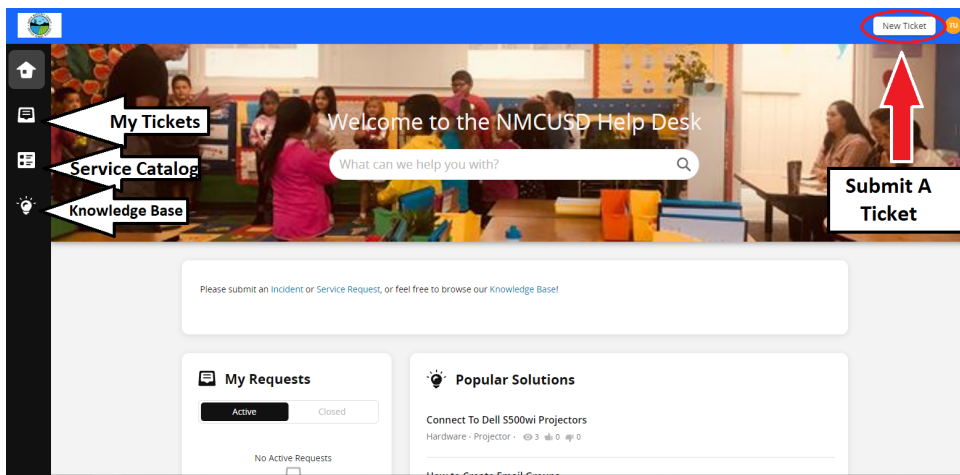
Step 2: On the new page click on



Help Desk Navigation:

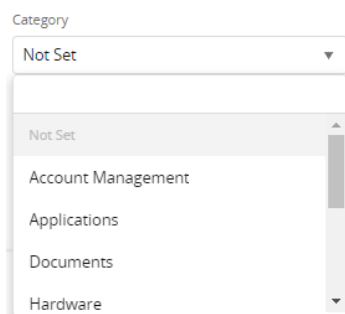
After logging in you will be able to see the webpage below.

- To submit a ticket click on the “New Ticket” button at the top right.
- To see your current and previous ticket information click on “My Tickets” the second button from the top on the left side of the screen.
- The Service Catalog will host requests which require administrative approval
- Knowledge Base will host help documents and solutions to common requests



Submitting a Ticket:

- Click on “New Ticket” at the top right
- Fill the form presented to you
 - Subject: Ticket name/short description
 - Description: Details about the request/issue, provide information about location
 - Category: Dropdown of types of request
 - Subcategory: More specification of the category
 - Site: School/Site of the request
 - Department: Specific department



New Ticket

Requester (Email or Name) *

Subject * **This will be your ticket name**

Description

Provide the details of the issue/request, the better the information provided the easier it will be for us to provide support. Please provide physical location information .

Category **Dropdown for the category of the ticket**

Subcategory **Some Categories have additional options.**

CC

Site **Site/school for the request.**

Department