

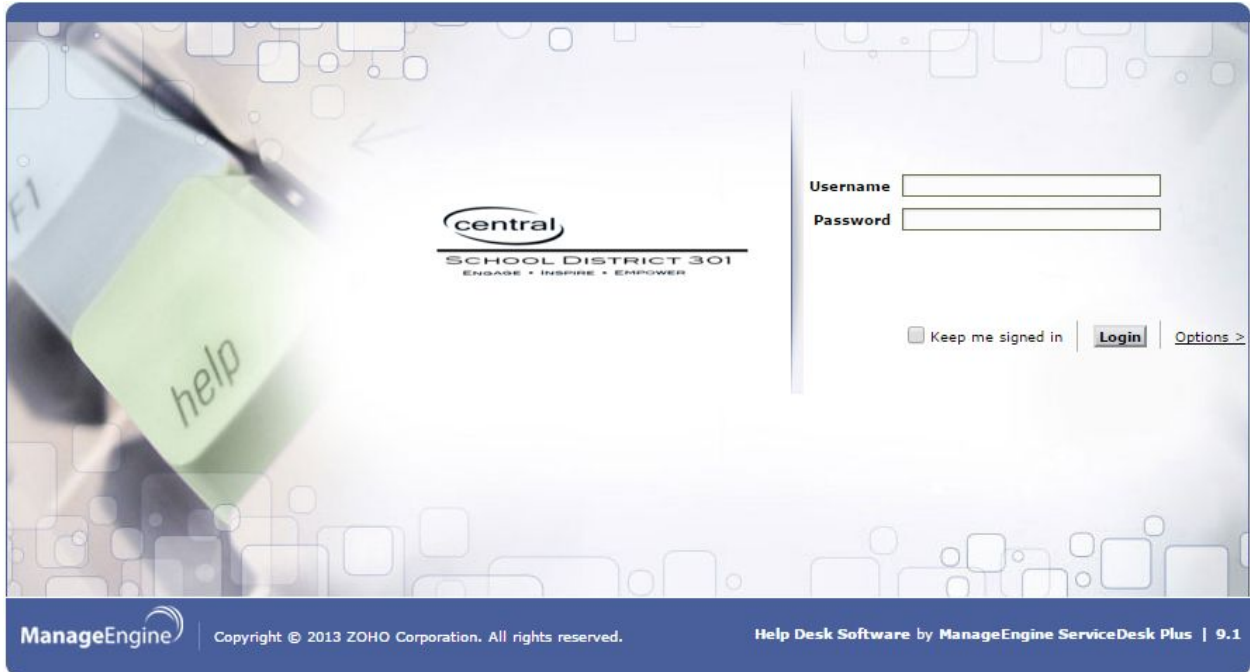
Central District 301 Help Desk

The new Help Desk tool is designed to keep track of all issues pertaining to technology. Below are steps on how to use the new Help Desk.

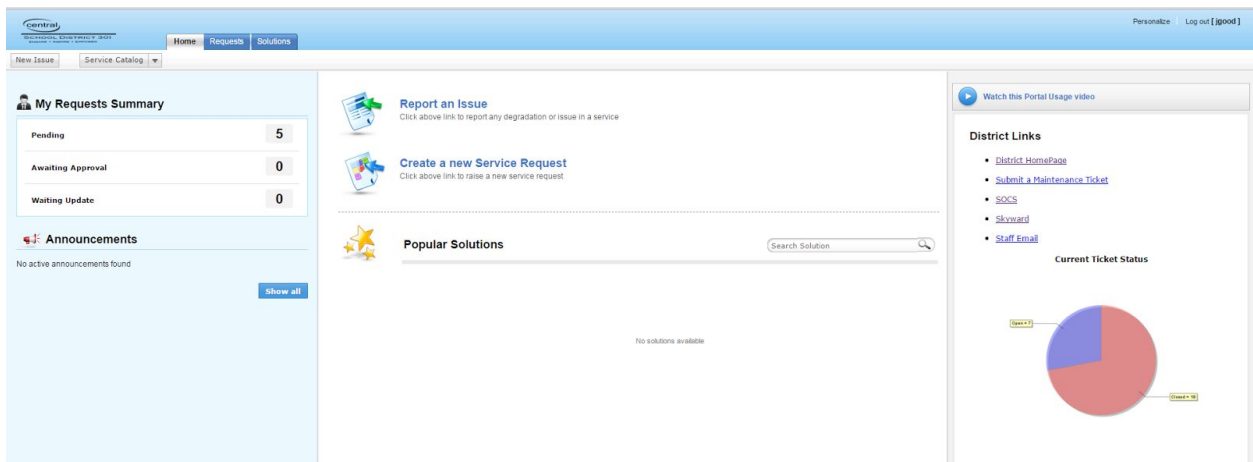
- Accessing Help Desk

You can access the help desk from the district's webpage under Staff Resources or the link below.

<https://helpdesk.central301.net>



- Login using your district username and password. The same as logging onto your computer.



Once you're logged in, you will see a set of tabs on the top of the page.

Home: This is the main menu (Home Screen)

Solutions: This part will not be utilized.

Requests: Here you will be able to view the tickets you have entered and create a new ticket by clicking new issue. You can also do this from the home screen by clicking Report an Issue.

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created
23	You can ignore my other ticket!	Good, Jeff	Unassigned	26/11/2015 07:58 AM	Open	24/11/2015 01:27 PM
22	Need toolbar installed ASAP.	Good, Jeff	Unassigned	26/11/2015 07:51 AM	Open	24/11/2015 01:27 PM
21	My Email doesn't work :)	Good, Jeff	Unassigned	24/11/2015 01:27 PM	Open	23/11/2015 01:27 PM
20	How Does this look.	Good, Jeff	Unassigned	24/11/2015 01:12 PM	Open	23/11/2015 01:12 PM

Creating a New Ticket:

From the home screen, click Report an Issue

My Requests Summary

Pending	5
Awaiting Approval	0
Waiting Update	0

Report an Issue
Click above link to report any degradation or issue in a service

Create a new Service Request
Click above link to raise a new service request

Popular Solutions

- **Priority:** Choose Low, Medium or High. By default it is set to Low.
- **Name and Site:** This will be entered automatically.
- **Room/Area:** Enter your room number.
- **Subject:** Enter a brief statement of the issue.
- **Description:** Enter a detailed description of the issue.
- **Category:** Select the category your ticket may fall under.
- **Subcategory:** This is optional.
- **Attachments:** You can attach screenshots or documents you related to your issue.

- **Add Request:** Click here when you are finished with your request.

The screenshot shows a web application interface for creating a new issue. The top navigation bar includes 'Home', 'Requests', and 'Solutions'. The main content area is titled 'New Issue' and contains the following fields and sections:

- Priority:** Normal
- Requester Details:**
 - Name:** Good, Jeff
 - Assets:** Search Assets here
 - Site:** Central High School
 - Room/Area:** 100
 - Time Available:** 29 Jan 2016, 10:00:00
 - Category:** Software
 - Subcategory:** Install/Update Software
- Subject:** Test Generator
- Description:** Please install test generator software on my laptop. I am available before school or during my plan period A1 and B2.
- Attachments:** Attach file

At the bottom of the form, there are three buttons: 'Add request', 'Reset', and 'Cancel'.

When you are finished creating a ticket, you can logout. You will receive an email confirming your ticket has been created. The email will contain a summary of the ticket and you can view or make any changes by clicking on the link provided inside the email.

The preferred method for any tech related issues are through the Help Desk.