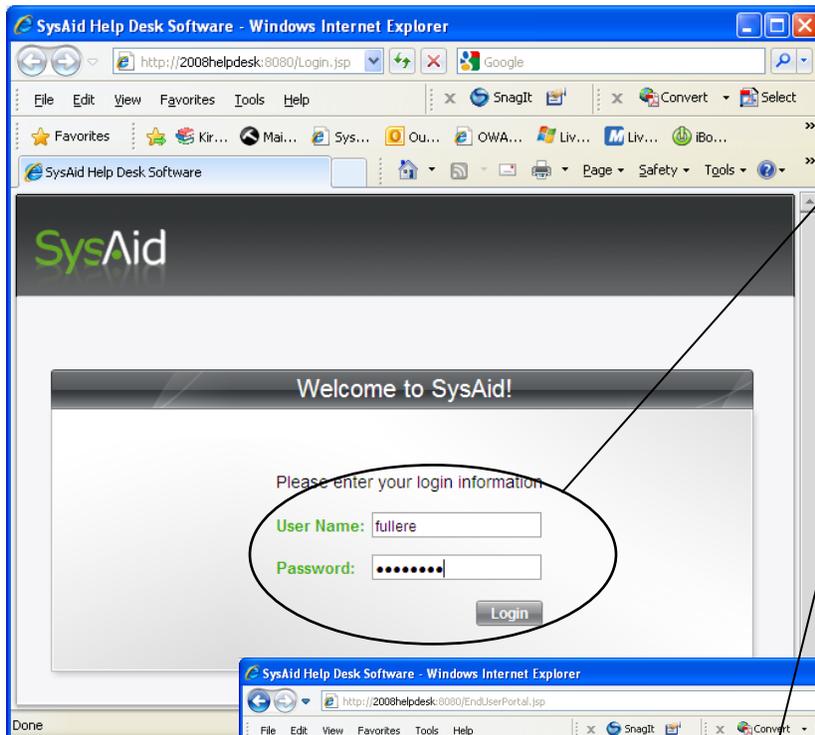


Using the Technology HelpDesk

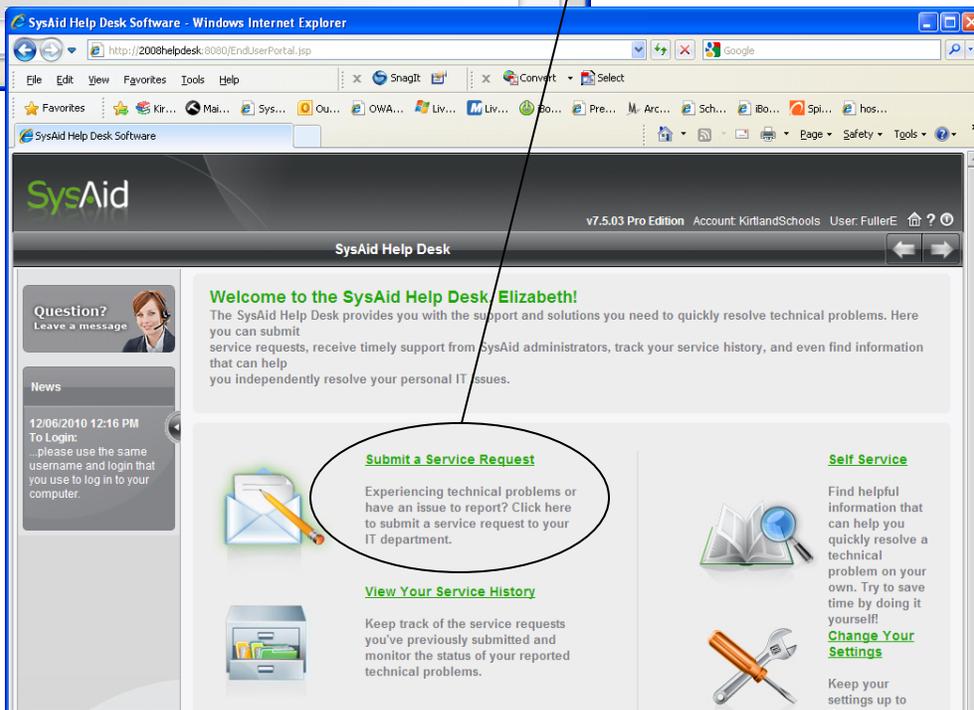
URL: <http://2008helpdesk:8080> or access from the **Staff Only** page of our new website: <http://www.kirtlandschools.org>

Login

Please note that your login username and password is the same as the username and password that you use daily to log in to your computer. Please see the **example** below:



This will take you to the main screen where you will be able to [Submit a Service Request](#), [VIEW YOUR SERVICE HISTORY](#), or use the [SELF SERVICE](#) that will show you previous helpdesk problems and resolutions.



Using the Technology HelpDesk

Submit a Service Request

The choices are diverse. As the HelpDesk grows, more categories will be added, and there will be News features at the left hand column that will change from time to time. Please complete all the ***Required** information.

The screenshot shows the SysAid Help Desk Software interface in a Windows Internet Explorer browser. The page title is "Submit Service Request". The form is titled "General Details" and contains the following fields:

- Quick List: Select Quick List
- Description: (empty)
- * Category: Computer Workstation (selected), Please select a category, Block/Unblock
- * Title: Computer Workstation (selected), Document Camera, Electrical Issues
- * Description: Email - OWA - Outlook Web App, iPod / ITouch, Internet Connectivity, Other Technology Concern
- * Urgency: Phone Issues, Printers
- Main Asset: Projector, SmartBoard, Software
- Attachments: The Forum, Turning Point - Student Response, Wireless Slate

You can add additional information in the ticket in the **Description**. Please include the **classroom number** where the problem is occurring.

The screenshot shows the SysAid Help Desk Software interface with the "Submit Service Request" form filled out. The form is titled "General Details" and contains the following fields:

- * Category: Computer Workstation, PC Computer, Does not work properly
- * Title: Computer in room h-2002 keeps rebooting
- * Description: Please add any additional info here pertinent to the problem that you are having, including things that you might have done to try to resolve it. Like, I checked the surge protector and the cabling is plugged in correctly.
- * Urgency: Low
- Main Asset: Not associated to asset
- Attachments: Add
- Submit, Cancel

You can **add an attachment** (eg: you have a screen shot of the error)

When you are done, just Click on **Submit**.