

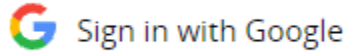
Technology Help Desk: Administrator



Logging In:

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

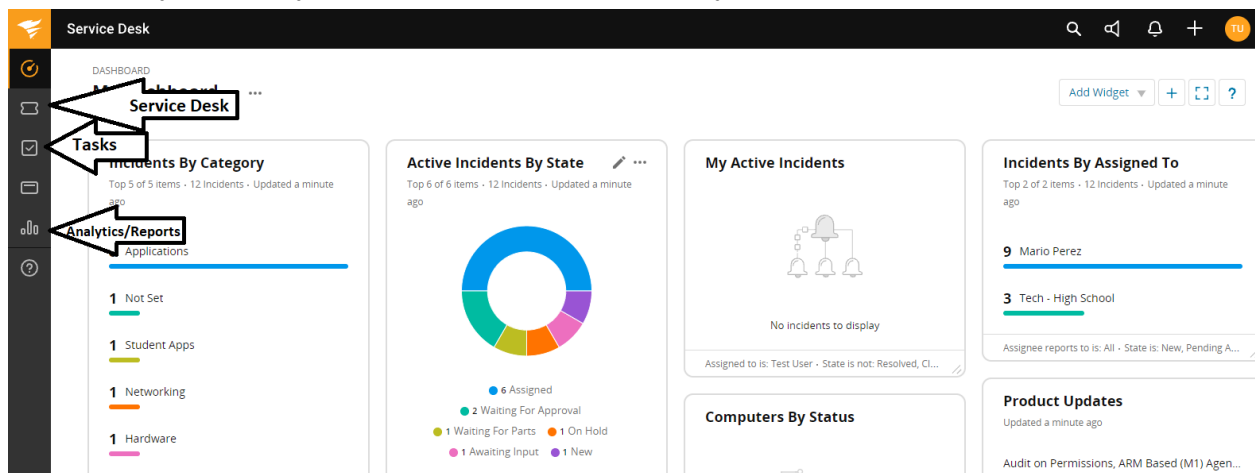
Step 2: On the new page click on



Help Desk Navigation:

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

- This is the Dashboard, it will give you a quick view of the ticket status at your school
 - Incidents By Category: What is the most common request type
 - Active Incidents By State: The state of active/open tickets
 - My Active Incidents: Status of your own tickets
 - Incidents By Assigned To: Who are the tickets assigned to
- Service Desk: This will take you to all the open tickets at your school/site
- Tasks: These are tasks assigned to you based on service request
- Analytics: A way to run reports on the tickets at your school/site



Ticket Service Desk:

To get to the tickets at your school/site, click on the “Service Desk” button and select “Incidents” This will show you a list of tickets at your school/site and provide you with information about it

- You will see each ticket submitted at your school/site unless you add filters to hide tickets with criteria you select. For example: Resolved/Closed

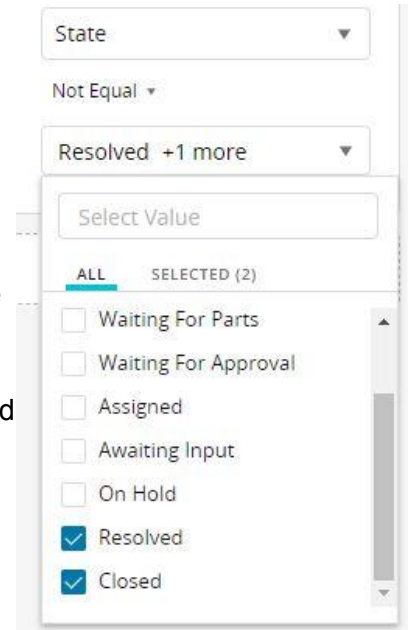
The screenshot shows the 'Incidents' list view in the Service Desk. The 'EDIT VIEW' button is highlighted with a red box. The table below shows a list of incidents with columns for NUMBER, SLA BREACHES, NEXT BREACH, STATE, TITLE, PRIORITY, CATEGORY, SUBCATEGORY, and ASSIGNED TO.

NUMBER	SLA BREACHES	NEXT BREACH	STATE	TITLE	PRIORITY	CATEGORY	SUBCATEGORY	ASSIGNED TO
149			Assigned	ASB Student Point Of Sales access 1 applications, website, High School, School	Medium	Applications	Website	Mario Perez
142			Closed	Teacher website access 2 applications, website, High School	Medium	Applications	Website	Mario Perez
141			Closed	Front line access 1 applications, website, High School	Medium	Applications	Website	Mario Perez
126			Assigned	New employee Room 16a (Julissa Palomino) 1 networking, High School	Medium	Networking		Mario Perez

Modify Service Desk View:

In order to customize what is shown to you on the service desk you can “Edit View” to limit/enhance what data is presented

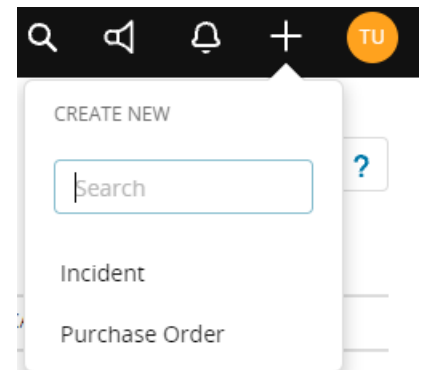
- Filter - Hide the Resolved/Closed Tickets
 - Click on “EDIT VIEW” on the top left of the Service Desk
 - On the “Attribute” dropdown scroll down to “State”
 - Change the “Equal” dropdown to “Not Equal”
 - In the “Value” dropdown select which state of ticket to hide
 - For example: Resolved & Closed as shown here
- Column - Arrange the order of columns and view/hide options
 - The columns with grayed out checkmarks can’t be modified
 - But they can be placed at the bottom of the list
 - Any column name with a blue checkmark can be hidden
 - Any unchecked column name can be made visible



Submit a Ticket:

To submit a ticket click on the plus icon at the top right and select Incident from the new dropdown as shown on the 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
 - Assigned to: Select “Tech - (Your School/Site)”
 - Priority: By default “Medium” but can be changed based on your choice
 - Site: School/Site of the request
 - Department: Specific department



New Ticket

Requester (Email or Name) *

Me

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

Make it a short description of the issue/request

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

District Office Information Technology

Cancel Create

