

Using Web Help Desk

To submit a ticket:

Go to <http://helpdesk.spfk12.org> and log in using the same credentials you use to log into your email.



Log In

User Name

Password

Your username is the same as your computer login/email username.

On the next screen, you will be asked to submit a “Request Type” from a list in the pull down menu. Select whichever item sounds the closest to the problem you are experiencing.

Help Request

Request Type

Subject

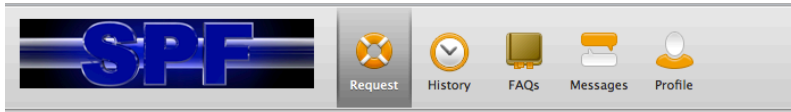
Request Detail

Location

Room

- Account Creation
- Apple TV
- Computer
- Document Camera
- Email
- Front Row Sound Systems (FM)
- Network
- Powerschool
- Printer
- Projector
- Software
- Tablet/Mobile Device
- Website

As we all work with Web Help Desk, the Tech Department will continue to refine these selections to better help you find what you need. Once you’ve picked your request type, you’ll often see additional pull down menus appear which will give us more information to work with to resolve the problem.



Help Request

Request Type ⓘ

Subject

Request Detail

Feedback

Asset Tag* ⓘ

Attachments

Location Room

- Cart Laptop
- Chromebook
- Desktop
- Laptop

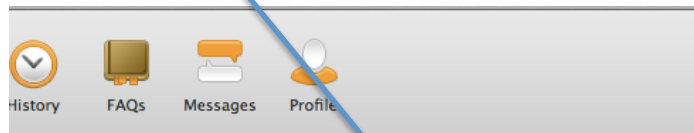
Have a question about a field? Click on the ⓘ at the end of the field name for more information.

Much like any other onscreen form, if you see a red asterisk, it means the field requires a response.

Once you've selected the response type, complete the Subject and Request Detail fields. In these fields, please give us as much detail as you can.

In the Feedback field, feel free to make a suggestion for ways to make the ticket system more helpful to you. Attach a file if you think it would better explain the problem (screen shots, etc.). Add your Asset Tag in the appropriate field then make sure your Location is correct (especially for you teachers that travel between buildings). The Room field is fairly self-explanatory but please note: if you're putting in a ticket for a cart computer or desktop, please put the room number where it's most likely that we can locate that computer.

Now that you've given us as much information as you have, click Save. That will take you to the next screen and give you your ticket number.



Thank You!

Your ticket number is **294**.
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to **stafftest@spfk12.org**.

WHD will also send you an email with a link to your ticket so you can follow its progress.

The screenshot shows an email interface with a toolbar at the top containing icons for back, forward, delete, and other actions. The email subject is "Ticket 294 Open --> My classroom laptop will not allow students to log in". The sender is "SPF Help Desk <helpdesk@spfk12.org>" and it was received at "8:58 PM (8 minutes ago)". The main body of the email contains the following text:

Ticket 294: My classroom laptop will not allow students to log in

Staff, thanks for using the help desk. You can check the status of your ticket (294) at <http://helpdesk.spfk12.org/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=294>

[Add Note](#)

On 12/4/14, at 8:53 pm, Staff Test wrote:
Next to the box where the students would enter their username is a red dot.

At the bottom, there is a text input field with a placeholder that says "Click here to [Reply](#) or [Forward](#)".

To check on your ticket, you can click on the link or go to <http://helpdesk.spfk12.org> and log in. After logging in, click on the History icon and all the tickets you've entered will be displayed; just select the ticket number to see what's being done to resolve your problem: which tech is assigned, any notes or questions the tech has for you. By clicking the "Add Note" bubble, you can respond to the tech or if by some chance the problem has gone away, you can notify us so that we can close the ticket.

The navigation bar features the SPF logo on the left and several icons for navigation: Request, History, FAQs, Messages, and Profile. The name "Staff Test" is visible on the right side of the bar.

The screenshot shows the "Ticket 294" details page. The ticket information is as follows:

- Report Date: 12/4/14 8:53 pm
- Status: Open
- Est. Due Date: 12/9/14 5:00 pm
- Location: Brunner
- Room: 888
- Request Type: Computer • Laptop • Macbook/Macbook Pro • Power Adapter Not Working or Damaged
- Subject: My classroom laptop will not allow students to log in
- Request Detail: Next to the box where the students would enter their username is a red dot.
- Tech: Emilia Treglia
- Asset Tag: 14-9999

There is an "Add File" button under the Attachments section. The Notes section contains a table with one entry:

Date	Name	Note Text
12/4/14 9:05 pm	Emilia Treglia	A red dot indicates that the computer is probably unable to connect to the network. I plan to visit Brunner tomorrow; when would be a good time for me to stop by to fix this problem? <small>moments ago</small>

At the bottom right of the notes section, there is an "Add Note" button. At the very bottom of the page, there are "Cancel" and "Save" buttons.

You will continue to receive emails from the system too as notes are added until your issue is resolved and the ticket is closed.

Some ticket tips:

- ❖ If you're putting in a ticket for a colleague, please include their name as part of the subject field so we can distinguish between tickets for yourself and tickets for someone else.
- ❖ You can always lump similar types of problems in a single ticket request. For example, you can create a ticket requesting several student accounts to be created by putting "Six new students in my class" and then listing the students' names, student IDs and year of graduation in the request detail field.

As tickets are addressed, techs might see a problem/resolution happen often enough to warrant a FAQ to be created so others can help themselves or each other. Feel free to peruse the FAQ section by clicking on the icon on the top WHD banner.

Thank you for using the Web Help Desk system.