



## Help Desk Quick Guide

### Please access the Help Desk Portal to:

- report issues,
- request assistance,
- request Adds, Changes and Deletes (new employees, requests for hardware/software and demographic changes)
- If you are unable to access the Help Desk portal, you can contact the help desk at (269)789-2474.

## Getting Started

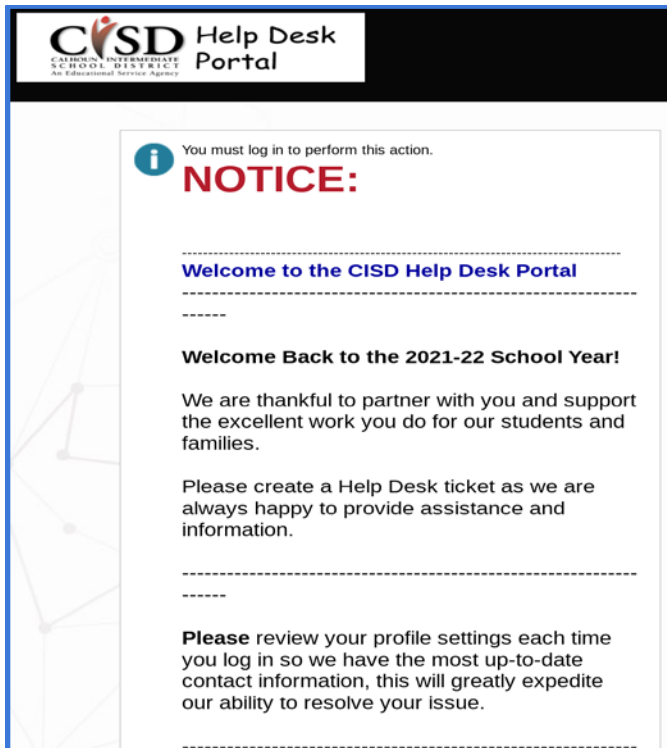
### 1. Log into Help Desk Portal: <https://helpdesk.calhounisd.org>

New to the System?

\*Athens, Battle Creek, CCHS, CISD, Coldwater, Mar Lee, Marshall Academy, Tekonsha\*  
**Use your School Email Address & regular network password**

\*All Others\* Click on New Account to get started.

*Be sure to read important messages on the NOTICE board.*





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### 2. Check Your Profile:

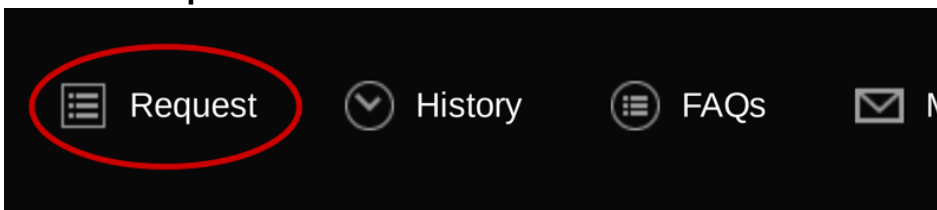
Make updates to your profile as needed.

The screenshot shows a user profile form for 'McCrumba'. On the left, there is a profile card with a blue person icon and the name 'McCrumba'. The main form area contains several input fields with labels and asterisks indicating required fields: 'First name \*' (Anna), 'Last name \*' (McCrumb), 'Email \*' (test@calhounisd.org), 'Secondary Email (opt)' (test@gmail.com), 'Phone (opt)' (555-555-5555), 'Phone 2 (opt)' (empty), and 'Location (opt)' (empty). At the bottom left, there are two buttons: 'Save' (blue) and 'Cancel' (white).

*Remember that accurate location and phone number helps us get you the support you need faster!*

### Create a New Help Desk Ticket:

1. Click the **Request** button to submit a new trouble ticket.





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### 2. Select a **Request type & Subtype**

A screenshot of a web-based 'Help Request' form. The form is titled 'Help Request' and contains several fields: 'Request Type' with a dropdown menu showing 'Device (Hardware)' and 'Chrome device'; 'Request Detail' with a text area containing 'My Chromebook screen is broken.'; 'Phone number for contact:' with a text box containing '2691234567' and an information icon; 'Location / Room #' with a text box containing 'Room 201'; 'Attachments' with an 'Add File' button; and 'Location' with a dropdown menu showing 'Marshall Academy'. At the bottom are 'Save' and 'Cancel' buttons.

### 3. Fill in the **detail** box

Include as much detail as possible including the date, times & location the issue first appeared; who is affected, the best time and way to contact you.

*We would rather know too much than not enough!*

4. Double Check/ADD your Phone, Room # and Location - this is how you will be contacted.
5. **Upload** any applicable photo or screenshots
6. Click the **Save** button when you have finished.

### Next Steps

- A confirmation email will be sent to you from the system. **DO NOT REPLY** to this email.
- Someone will be assigned to your trouble ticket. They will contact you via the helpdesk or by phone.
- You can review the status, notes, or add new information to your ticket by logging back into the system and clicking the **History** button.(See next section for help adding notes.)

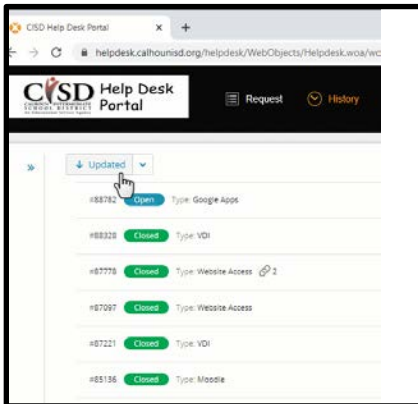
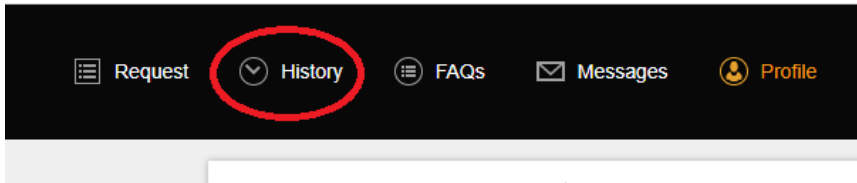


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### Update your Help Desk Ticket:

**\*\* Please do not email the technician directly OR reply to the Help Desk email. \*\***

1. Login, then Click on **History** to display your Help Desk tickets.



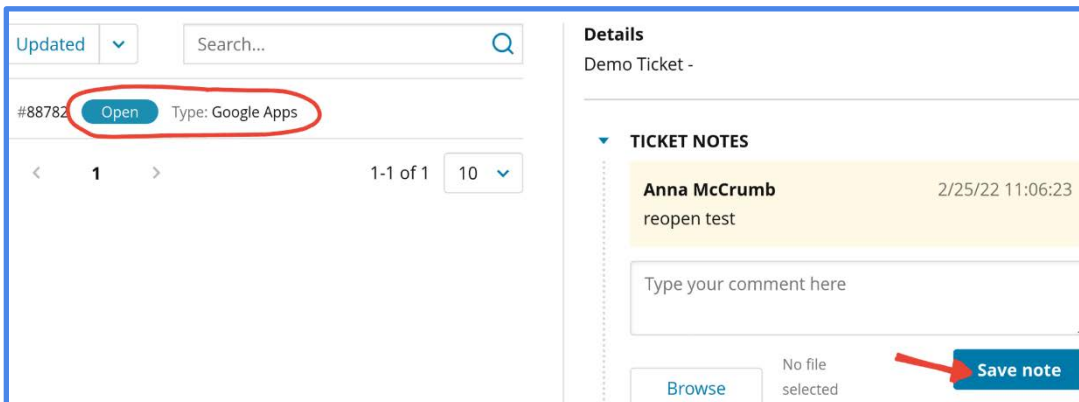
**\*\*PRO TIP\*\***

Expand your filters to see only Open tickets

2. **Click on the ticket** you need to add information/reply to a technician for.

*\*Adding this note on a closed ticket will Re-Open it!\**

OPTION 1: Click on the Ticket Type or Number to Open a sidebar. Add comments and **SAVE NOTE**





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OPTION 2: Click on the “Open” icon to open your ticket in a new tab. Add your comments and SAVE NOTE.



Click the Logout button to exit the system.



To Change your Zoom sizing and improve image quality:

1. Click view
2. Click the arrow next to zoom
3. Click on “Fit”

