

## Submitting support requests for technology

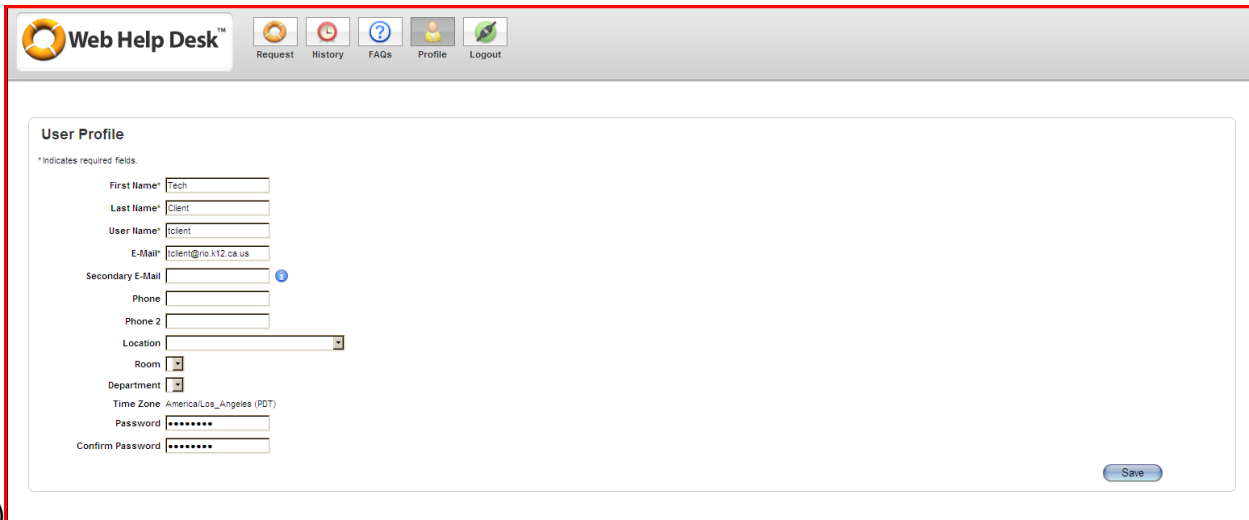
For assistance with computers, printers, related hardware, software, phones, intercoms, and bells, use the HelpDesk. We do not monitor the Maintenance work order system, SchoolDude –support requests put into that system will not be processed by Tech Services.

You will receive, via email, feedback any time your request is modified. NOTE: When you get an email, responding to the email will not go anywhere. To add a note or information, log into the HelpDesk system and open your ticket by clicking on the ticket number, and add your notes and information right in the ticket!

1) Direct your web browser to <http://helpdesk.rio.k12.ca.us> At the login screen, your username is the same as your email name (everything before the @ symbol). Your password is the same you use to access your Google Docs / email.

A screenshot of a Windows Internet Explorer browser window displaying the login page for Rio Web Help Desk. The browser's address bar shows the URL "http://helpdesk.rio.k12.ca.us:8081/helpdesk/~/WebObjects/Helpdesk". The page features the "Web Help Desk™" logo at the top. Below the logo is a "Login" section with two input fields: "User Name" and "Password". A "Login" button is positioned below the password field, and a "Forgot Password" button is located further down. The footer of the page contains the copyright notice "© 2009 Web Help Desk".

2) The very first time you log in, you will see your profile page. Enter your First name, and change your last name first letter to a capital letter. (It is on this page that you can also change your password – recommended, but not

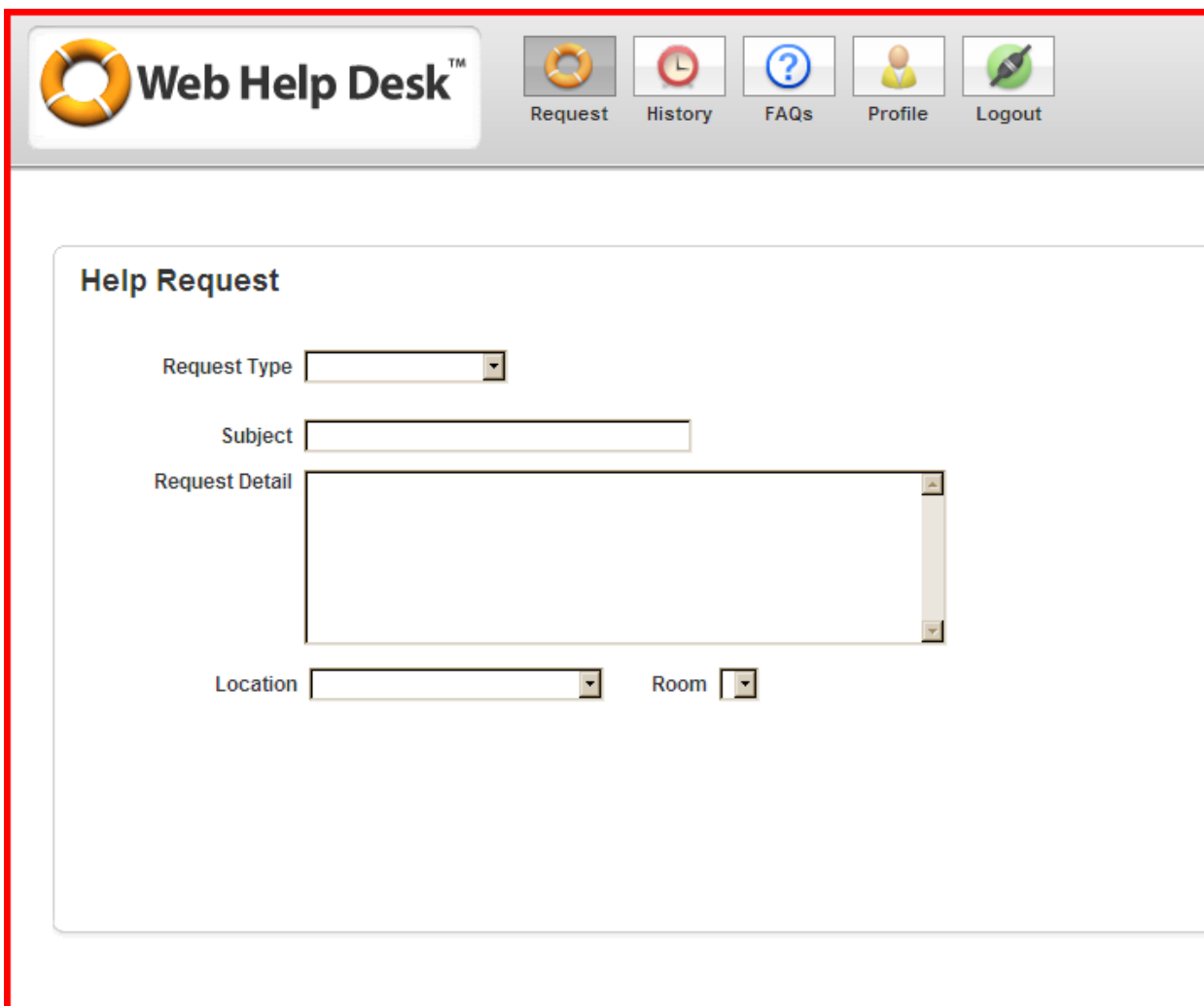


The screenshot shows the 'User Profile' page in the Web Help Desk interface. At the top, there is a navigation bar with the 'Web Help Desk' logo and five icons: Request, History, FAQs, Profile, and Logout. The main content area is titled 'User Profile' and includes a note: '\* Indicates required fields'. The form contains the following fields: First Name (text input with 'Tech'), Last Name (text input with 'Client'), User Name (text input with 'tclient'), E-Mail (text input with 'tclient@ro.k12.ca.us'), Secondary E-Mail (text input with a blue question mark icon), Phone (text input), Phone 2 (text input), Location (dropdown menu), Room (dropdown menu), Department (dropdown menu), Time Zone (text input with 'America/Los\_Angeles (PDT)'), Password (password input with '\*\*\*\*\*'), and Confirm Password (password input with '\*\*\*\*\*'). A 'Save' button is located at the bottom right of the form.

required!)

Click Save when you have completed this step.

3) Select Request from the icons at the top of the page. You will see a window like this:



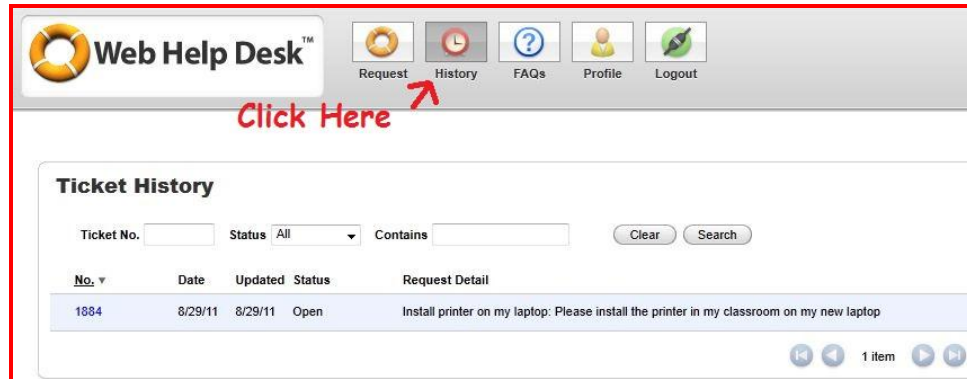
The screenshot shows the 'Help Request' page in the Web Help Desk interface. At the top, there is a navigation bar with the 'Web Help Desk' logo and five icons: Request, History, FAQs, Profile, and Logout. The main content area is titled 'Help Request' and includes the following fields: Request Type (dropdown menu), Subject (text input), Request Detail (text area), Location (dropdown menu), and Room (dropdown menu).

In this window, select the Request Type from the choices in the Pull-down menu. Some choices will result in a second set of choices to select. Make the necessary selections, add a Subject, and type as much detail into the Request Detail

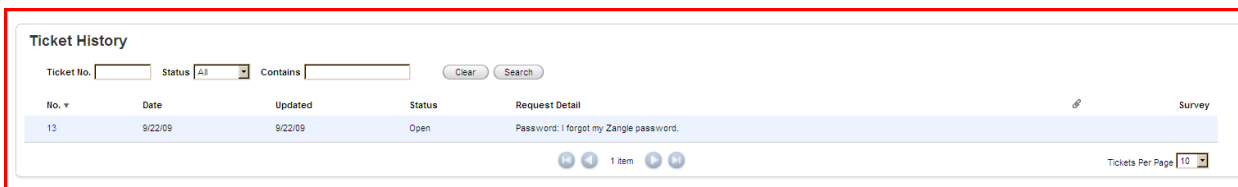
window as you can (the more here, the less questions we'll have to ask!). Select your Location and, if appropriate, the Room. Click Save.

You will receive an email verifying that your request was received, along with information about the request including the name of the tech assigned to the request. Every time the status of the request has been updated, you will receive notification.

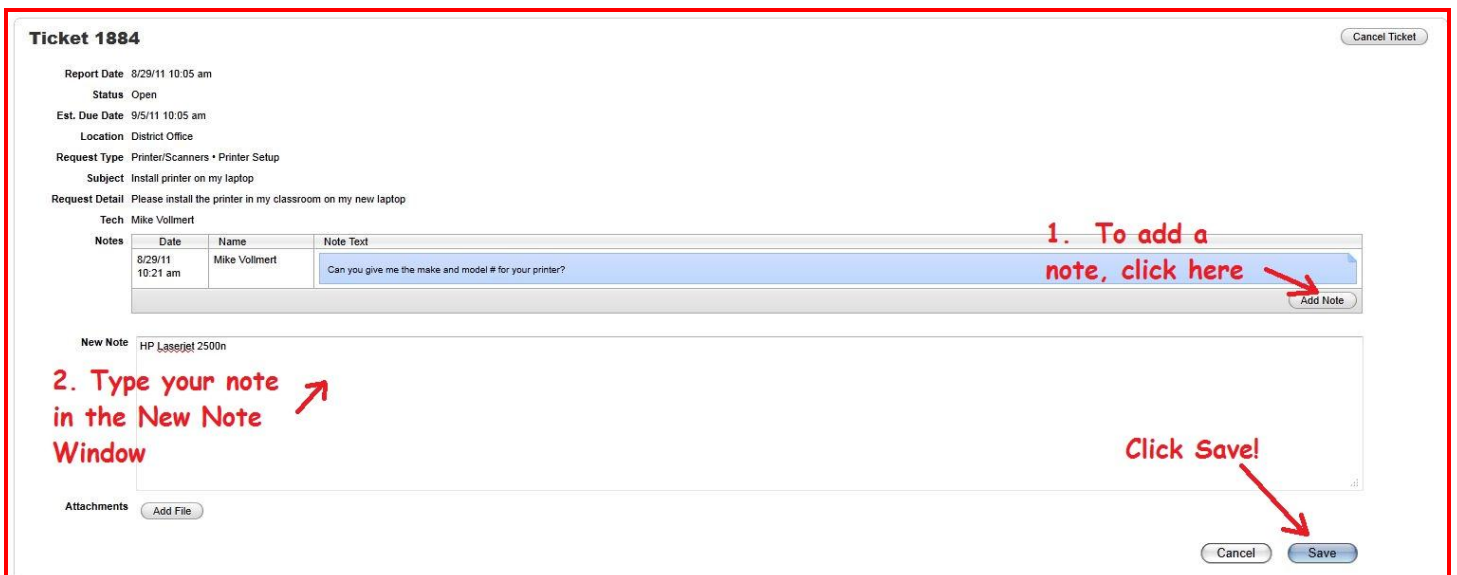
Any time you wish to see the status of the request, you may log in and click on the History icon



You'll see the status of the requests you've submitted. See the example below:



Clicking on the Ticket No. will open a window like below. To add information to the ticket, such as responding to a question from the Tech, click on Add Note:



NOTE: You can add screenshots or other files that may help in addressing the issue by clicking on the Add File button.