

IT SUPPORT

Submitting Request for IT Support

The user inputs a helpdesk ticket, the ticket is routed and an email is sent to the assigned tech. The employee will receive an email with the ticket number. Notes and responses can only be inputted into the ticket. When the ticket is completed tech will input into HelpDesk and an email will go out to the employee that the ticket is complete or if more information is needed.

HelpDesk: <http://helpdesk.rioschools.org/>



The screenshot shows the 'Web Help Desk' interface. At the top left is a logo with the letters 'RO' and the text 'Web Help Desk' next to it. Below the logo is a blue information icon in a circle. The main section is titled 'Log In' and contains two input fields: 'User Name' and 'Password'. Below the 'Password' field is a 'Log In' button. At the bottom right of the login area is a 'Forgot Password' button.

Accessing HelpDesk

To access HelpDesk, you log in with your Google username (not your email address - just the part to the left of the @ symbol.) and **helpdesk01** as your password.

When you use HelpDesk, it makes it possible for all of Tech Services to know what the needs are, which helps us prioritize and make responses as quick as possible.