



Help Desk Portal Reference Guide

Please access the Help Desk Portal to: report issues, request assistance, find solutions for troubleshooting and to request Adds, Changes and Deletes (new employees, requests for hardware/software and demographic changes).



NOTICE:

Welcome to the Calhoun ISD Help Desk Portal
The CISD Help Desk Portal is intended for the use of the Calhoun ISD and supported districts. Please review your profile settings each time you log in so we have the most up-to-date contact information, this will greatly expedite our ability to resolve your issue.

If you are a district supported by CISD, login using your district e-mail and the same password you use to log in to your computer every day.
All others please create an account using the option below.

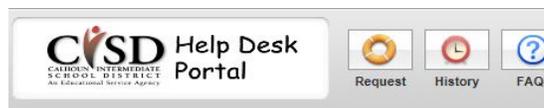
<https://helpdesk.calhounisd.org>. Review the Welcome screen for instructions, as well as review the public messages for pertinent information. The message page contains important information and events regarding systems status and scheduled maintenance. Please take a moment to review them.

1 - Log into Help Desk Portal:

Log in to the Help Desk Portal using your email address as your username and network password. (The same username/password you use to log in to your email every morning.) This pertains to districts where CISD provides technical support (i.e. Athens, Coldwater, Lakeview, Mar Lee, Marshall Academy, Tekonsha)

2 - Check Your Profile:

Please review your profile each time to make sure the latest contact information is available. ***Our ability to rapidly respond to your issues is based on up-to-date contact information.***



User Profile

* Indicates required fields.

First Name* Test

Last Name* Test

E-Mail* info@calhounisd.org

Secondary E-Mail

Phone* 789-2436

Phone 2 NA

Location* CDOT-CACC

Room

Time Zone America/New_York (EDT)

3 - Create a Help Desk Ticket:

Click the **Request** button to submit your trouble ticket.
The FAQ page is where you can find information to help you troubleshoot your problem.

1. Select a problem **type**.
2. Select a **sub-type** to further refine your request
3. Fill in the **detail** box





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4. **Answer** any questions that may appear to let us better assist you. Include as much detail as possible including the date, time and location the issue first appeared, if the issue is impacting more than 1 staff member, the best time to contact you and your preferred method of contact.
5. Click the **Save** button when you have finished.

A confirmation email will be sent to you, and someone will be assigned to your trouble ticket. They will contact you shortly about resolving the issue. You may always review the status and any notes related to your issue by logging back into the system and clicking the **History** button.

4 - Update your Help Desk Ticket:

To add further information to your request, open your ticket in the Help Desk Portal, click on the Add Note button, type in further information and click on the Save button. **Please do not email the technician directly.** This helps ensure all information about your request is saved with the ticket. This is particularly helpful if the request gets assigned to another technician.

5 - Review your ticket:

Press the **History** button to display your Help Desk tickets. By default it will show all tickets (open and closed). It is possible to filter the tickets using the Status dropdown to see just open, pending or closed tickets. It is also possible to see one specific ticket by entering its number in the **Ticket No.** dialog box and clicking on the **Search** button.

| No. | Date | Updated | Status | Request Detail |
|-----|---------|---------|--------|-------------------------------------------------|
| 18 | 3/8/12 | 3/8/12 | Open | Doug Smith. PM |
| 17 | 3/8/12 | 3/8/12 | Open | Paul E Moore. PM |
| 16 | 3/8/12 | 3/8/12 | Open | new department is helpdesk. PM |
| 15 | 3/8/12 | 3/8/12 | Open | The light in my office is very dim PM |
| 14 | 3/8/12 | 3/8/12 | Open | Screen display is upside/down. |
| 13 | 3/8/12 | 3/8/12 | Open | Enter my password and it keeps popping back up. |
| 7 | 3/1/12 | 3/8/12 | Open | I wont work. |
| 6 | 3/1/12 | 3/1/12 | Closed | vpn won't connect S. Lulgring: |
| 1 | 2/21/12 | 2/21/12 | Open | can't sync: help! what do i do? |

Once a ticket is closed, you may **re-open the ticket** by going into ticket history and adding a note.

This will automatically re-open the ticket.

6 - Logout:

Click the Logout button to exit the system.





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If you are unable to access the Help Desk portal, you can contact the help desk at 269-789-2474.