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.

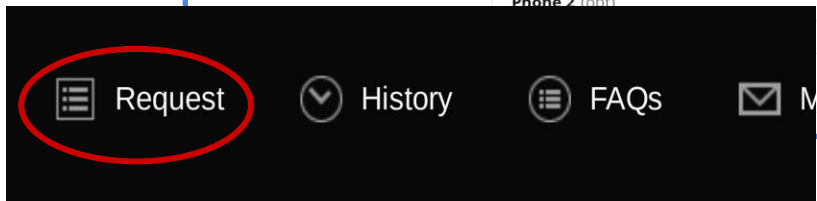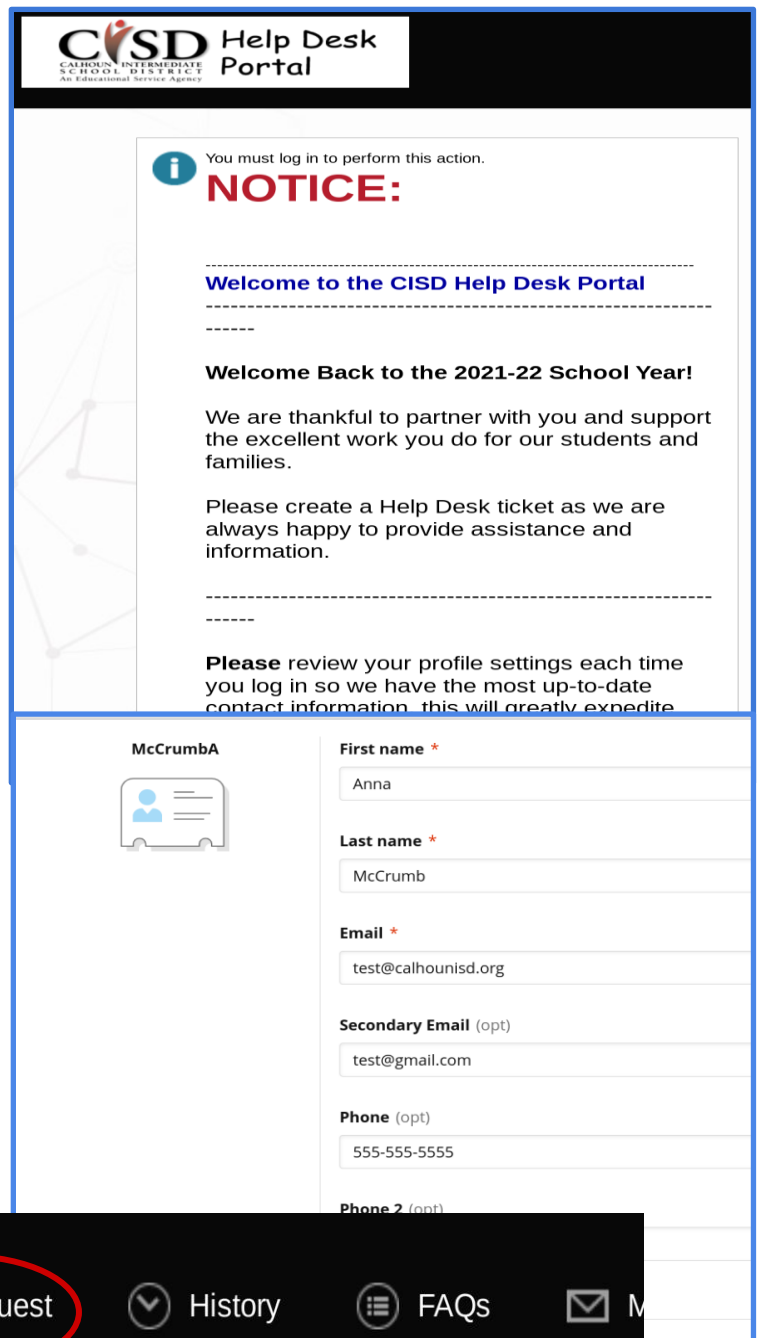*Be sure to read important messages on the NOTICE board. →*

2. Check Your Profile:

Make updates to your profile as needed.

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.

HELP DESK QUICK GUIDE

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

3. Fill in the **Request Detail** box

   <u>Include as much detail as possible</u> 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!

   Help Request

Request Type	Device (Hardware) ⌄ Chrome device ⌄
Request Detail	My Chromebook screen is broken.
Phone number for contact:*	2691234567 ⓘ
Location / Room #*	Room 201
Attachments	Add File
Location	Marshall Academy ⌄

   Save   Cancel

4. Double Check/ADD your Phone, Room # and Location - this is how you will be contacted.

5. **Upload** any applicable photo or screenshots using the "Add File" button.

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.)
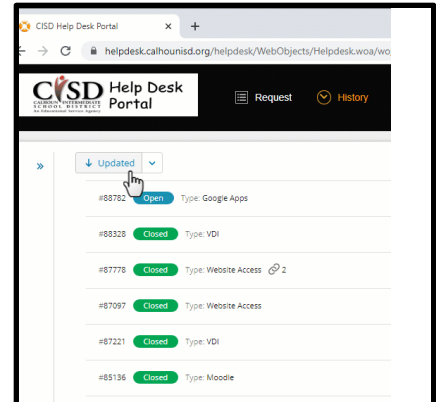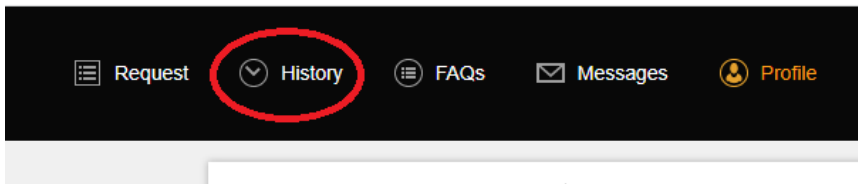
CISD

HELP DESK QUICK GUIDE

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.

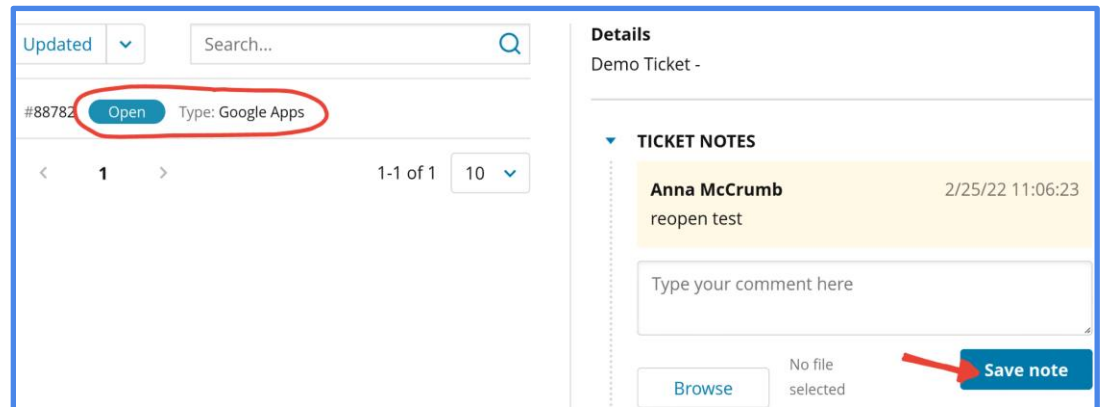<p align="center">****PRO TIP****</p>

<p align="center">Expand your filters to see only Open tickets</p>

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

   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 select the SAVE NOTE button.

   OPTION 2: Click on the "Open" icon to open your ticket in a new tab. Add your comments and select the SAVE NOTE button.
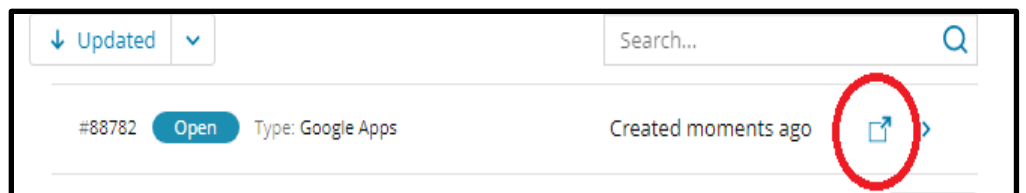
HELP DESK QUICK GUIDE

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"