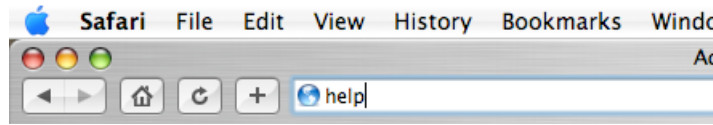


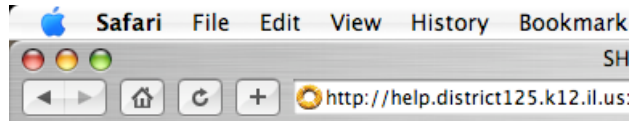
Accessing Stevenson's Web Help Desk

TO BEGIN:

Type the word “**help**” in the address location of your browser. (**Safari or Firefox** is recommended).



If you are off campus, you will need to type the full address of: **help.district125.k12.il.us**



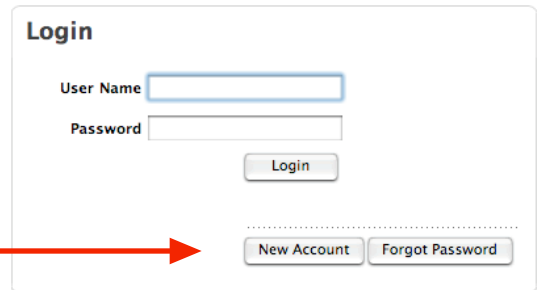
You will arrive at the **Web Help Desk** login screen:



If you have emailed “helpdesk” in the past, both your **User Name** and **Password** are your “full” email address (i.e. cchausis@district125.k12.il.us).



If you have never entered a helpdesk ticket, you will first need to create a new account.



First-time only:
Click the New Account button to set up a new account.

You will be *required* to enter your:



- First Name**
- Last Name**
- User name** (used for logging in)
and your “full” **E-Mail** address
(i.e. cchausis@district125.k12.il.us).

All other fields are optional, however, providing additional information, **especially your phone extension**, will assist helpdesk personnel when contacting you about requests you've submitted.

A 'New Account' form. It contains the following fields: 'First Name*', 'Last Name*', 'User Name*', 'E-Mail*', 'Phone', 'Phone 2', 'Location' (dropdown), 'Room' (dropdown), 'Department' (dropdown), 'Custom 1', 'Custom 2', 'Password', and 'Confirm Password'. At the bottom are 'Cancel' and 'Submit' buttons.

After you have logged in, you will see the Web Help Desk **Help Request** entry screen:

The screenshot shows the 'Web Help Desk' interface. At the top, there is a navigation bar with icons for 'Request', 'History', 'FAQs', 'Profile', and 'Logout'. Below this is the 'Help Request' form. The form contains the following fields:

- Problem Type:** A dropdown menu.
- Subject:** A text input field.
- Problem Detail:** A large text area for describing the issue.
- SHS #:** A text input field with an information icon.
- Carbon Copy (Cc):** A text input field with an 'Enabled' checkbox.
- Continue...:** A blue button to proceed.

At the bottom of the page, there is a footer with '©2005 MacsDesign Studio' and a user name 'Amy Read'.

Select a **Problem Type** from the drop down menu:

-
- A screenshot of the 'Problem Type' dropdown menu. The menu is open, showing a list of options. The top option is selected and has a checkmark. The options are:
- Audio Visual
 - Blackboard / Mastery Manager
 - Desktop Computer
 - Email / Internet
 - How do I?
 - Laptop (Faculty)
 - Link Lab Reservations
 - Milkcart / Student Laptop
 - Phone
 - Printer
 - SASI
 - Server

Some problem types will activate an additional drop down choice:

This screenshot illustrates how certain problem types trigger a secondary dropdown menu. It shows four examples:

- Desktop Computer:** The secondary menu includes 'Operational Issue' and 'Software Install'.
- Milkcart / Student Laptop:** The secondary menu includes 'Connection', 'Laptop', 'Printer', and 'Software Install'.
- Laptop (Faculty):** The secondary menu includes 'Operational Issue' and 'Software Install'.
- Phone:** The secondary menu includes 'Current Extension Issue', 'New Phone', and 'Voicemail'.

Once you have selected the **Problem Type** (and any sub-menus), fill in the **Subject**, **Problem Detail**, and **SHS#** (the handwritten Computer number, i.e. AM#, IB#, PB# etc.). You may also include an email notification to others by entering their address and clicking **Enabled**.

Help Request

Problem Type :

Subject

Problem Detail

SHS #

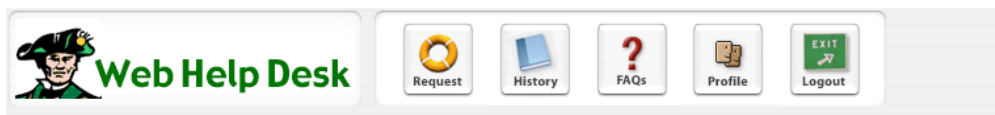
Carbon Copy (Cc): Enabled

[Continue...](#)

Click **Continue...**

You will see the completed ticket, and be prompted for your **Location** and **Room**. Select your division, enter your room number, and click **Save** to submit your request.

You will receive a "Thank You" confirmation, which includes the helpdesk ticket number and notification that an email confirmation will be on its way:

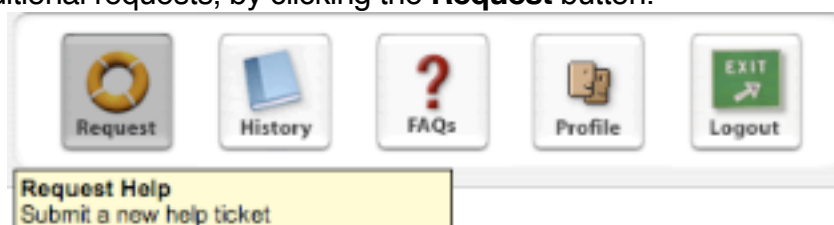


Thank You!

Your ticket number is 20419050.
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to ipaul@district125.k12.il.ua.

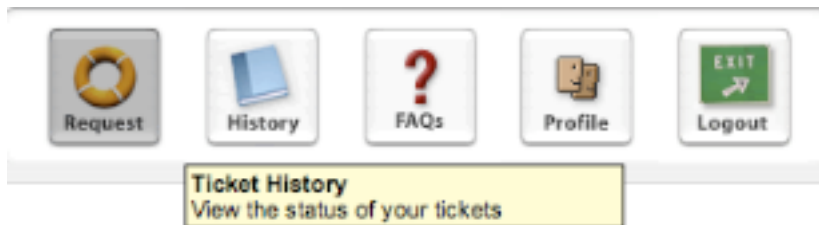
©2005 MacsDesign Studio leene Paul

You can enter additional requests, by clicking the **Request** button.



Request Help
Submit a new help ticket

Click the **History** button to make changes, cancel, add notes or check the status of previous requests.



Ticket History

Ticket Status Problem

No.	Date	Updated	Status	Problem Description	Survey
20419050	10/16/05	10/16/05	Open	Printing Problem: I am having difficulty printing to LP0193. I have deleted the printer and re-added...	

1 item

Request History FAQs Profile Logout

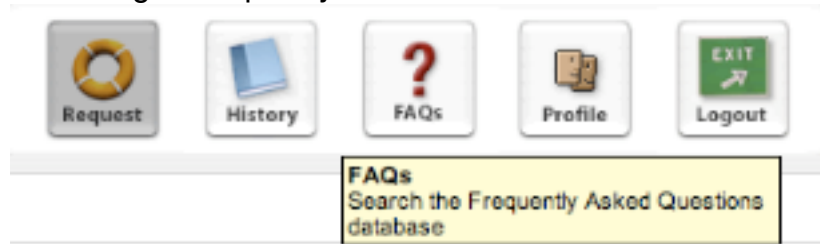
Ticket 20419050

Report Date 10/16/05 04:56 AM
Location Special Education
Room 3042
Problem Type Laptop (Faculty)
Subject Printing Problem
Problem Report I am having difficulty printing to LP0193. I have deleted the printer and re-added it using the instructions on the Tutorials Online.
SHS # PB0384

Date	Name	Note Text

- Click **Cancel Ticket** to cancel your request.
- Click **Add Note** to add more information to your request.

Click **FAQs** to browse through “Frequently Asked Questions.”



Click **Profile** to edit your user information:



Click the **Logout** button to exit the help desk system:

