



AGSD Web Help Desk

Purpose: Provide centralized method of entering technology requests.

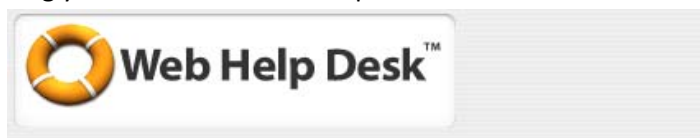
Goals: Through electronic entry of technology needs, the district will be able to do the following:

- a. Prioritize unresolved tech requests and escalate means of resolution.
- b. Provide administration with overall picture of district tech requests through weekly reports.
- c. Centralized database of technology assets and history of problematic machinery.

1. Start by going to any buildings' directory page
 - a. It is not necessary to be at your own computer
 - b. The computer needs to be in the district – this does not work from home
2. Click on the *Web Help Desk* icon - labeled **Internal Technology Help Desk**



3. Log on using your network name and password



Login

Is your network name

User Name

Password

Login

Is your network password

.....



Request for Help - Tickets

Fill in the information

1. Enter the problem type from the drop down
2. Subject (as general as the subject line of an email)
3. Problem description – think of it as an email a be as **specific as possible**
4. Location (select building from drop down)
5. Room
6. Save – when finished

A screenshot of the 'Web Help Desk' interface. The top navigation bar is visible. The main form is titled 'Help Request' and contains the following fields: 'Problem Type' (a dropdown menu), 'Subject' (a text input field), 'Problem Report' (a large text area), 'Location' (a dropdown menu showing 'Fred S. Engle Middle School'), and 'Room' (a text input field showing 'Man Office'). At the bottom right of the form are 'Cancel' and 'Save' buttons. Red arrows with numbers #1 through #6 point to each of these elements: #1 to Problem Type, #2 to Subject, #3 to Problem Report, #4 to Location, #5 to Room, and #6 to the Save button.

Conformation

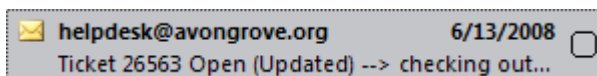
You will receive a confirmation in the Help Desk that your request was saved and an email

Thank You!

Your ticket number is 26705.

You can use the History button above to check the status of your ticket.

An email confirmation is on its way to sgreer@avongrove.org.



Resolution - Emails

- Below is an example of an email about an issue (it will look 2 different ways)
- Notice the dialog at the bottom in the **Notes** section.
 - Many times a Tech will **give instruction** on how to fix the issue or let you know when they will stop by

Client
<p>Name: Julie Boyd <jboyd@avongrove.org></p> <p>Location: Fred S. Engle Middle School</p> <p>Room: 2</p> <p>Phone:</p>

Ticket Info
<p>Ticket No.: 26563</p> <p>Report Date: 06/12/08 2:25pm</p> <p>Due Date: 06/20/08 11:25am</p> <p>Reporter: Julie Boyd <jboyd@avongrove.org> [10.50.6.233]</p> <p>Location: Fred S. Engle Middle School</p> <p>Room: 2</p> <p>Technician: Dawn Reagan <dreaagan@avongrove.org></p> <p>Priority: Medium</p> <p>Status: Open</p> <p>Problem Type: Other/Miscellaneous</p> <p>Subject: checking out laptop</p> <p>Description: I need to check out my laptop to complete some curriculum work over the summer. As per Linda Simasik's memo, may I please have my laptop serviced before I check out my laptop.</p> <p>thanks, Julie Boyd</p>

Notes		
Date	Name	Note Text
06/13/08 7:22am	Reagan, Dawn	I need to check the antivirus and run a full scan. I either need to borrow the laptop or know when it's okay for me to come to the room to do this. Please advise. Thanks!
06/13/08 7:44am	Boyd, Julie	<p>Dawn,</p> <p>I am done with my laptop, so you can come by any time!</p> <p>Thanks, Julie</p> <p>-----Original Message----- From: helpdesk@avongrove.org [mailto:helpdesk@avongrove.org] Sent: Friday, June 13, 2008 7:23 AM To: Boyd Julie Subject: Ticket 26563 Open (Updated) -> checking out laptop: I need to check out my lap...</p>

Status: [Open](#) [Closed](#) [Cancelled](#) [Outsource Repair](#) [On hold](#) [Resolved](#)

Notes Section

- To Reply – depending on your view
 - Either
 - Select **Reply** on that email

Notes		
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06/13/08 7:22am	Reagan, Dawn	I need to check the antivirus and run a full scan. I either need to borrow the laptop or know when it's okay for me to come to the room to do this. Please advise. Thanks!
06/13/08 7:44am	Boyd, Julie	Dawn, I am done with my laptop, so you can come by any time! Thanks, Julie -----Original Message----- From: helpdesk@avongrove.org [mailto:helpdesk@avongrove.org] Sent: Friday, June 13, 2008 7:23 AM To: Boyd Julie Subject: Ticket 26563 Open (Updated) --> checking out laptop: I need to check out my lap...

Status: [Open](#) [Closed](#) [Cancelled](#) [Outsource Repair](#) [On hold](#) [Resolved](#)

or

- Click **Add Note**

Notes		
Date	Name	Note Text
09/11/07 8:30am	Dempsey, Kelly	No you are waiting for me. I am trying to get around but I am still getting too many tickets
09/11/07 8:33am	McGuffin, Kelly	Ok... Thanks Kelly! Just wanted to check in. Have a great day! Kelly ----- From: helpdesk@avongrove.org [mailto:helpdesk@avongrove.org] Sent: Tue 9/11/2007 8:31 AM To: McGuffin, Kelly Subject: Ticket 21897 Open (Updated)--> Pod computers: The mac computers in the pod are...

Delete Ticket

Status: [Open](#) [Closed](#) [Cancelled](#) [Outsource Repair](#) [On hold](#) [Resolved](#)





Other features

History

- This page allows you to see all the tickets that you have submitted, as well as the additional notes sent and the current status (opened, closed)
- You can add notes or provide requested information here.

Profile

- This page displays your account information
- Passwords can be changed from here by deleting the current password, entering and confirming a new password.