

This is a guide to the Technology Services Department’s “Help Desk”.

In any browser, go to <http://helpdesk.conejousd.org>.

Your user name is that same as the name you use to log into your computer or your email. For example, if your email address is jsmith@conejousd.org, your user name is “jsmith”.

Your password is the same one you use to log into your computer or to check your email.

There are five areas in the client interface: Request, History, FAQs, Messages, and Profile. When you first log in, you will see the Request tab.

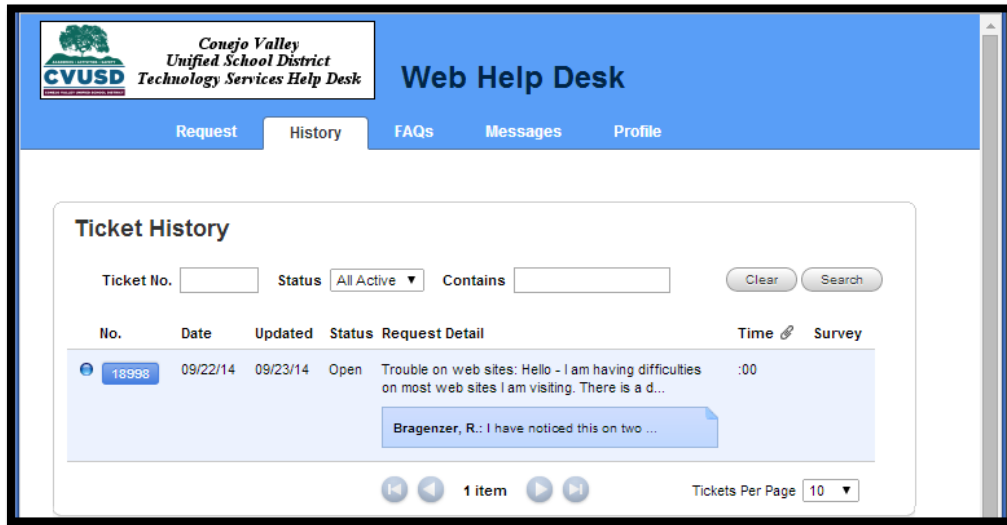
Request tab:

Pick a Request Type. Some request types have sub-types. If so, pick a sub-type also.

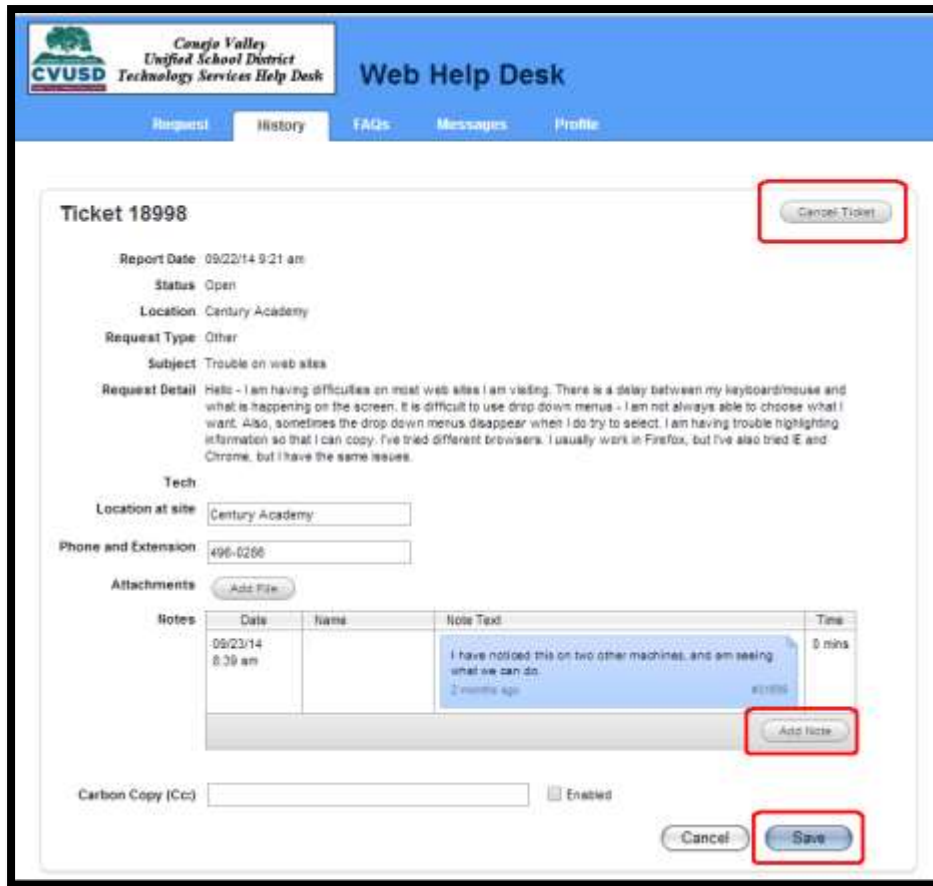
Enter a descriptive subject and put complete details in the Request Detail section. The more information you can provide, the better and the faster we will be able to solve your problem.

Ticket History tab

Click on the “History” tab to see a list of tickets you have submitted. Click on the ticket number for more details and responses from a Help Desk technician.

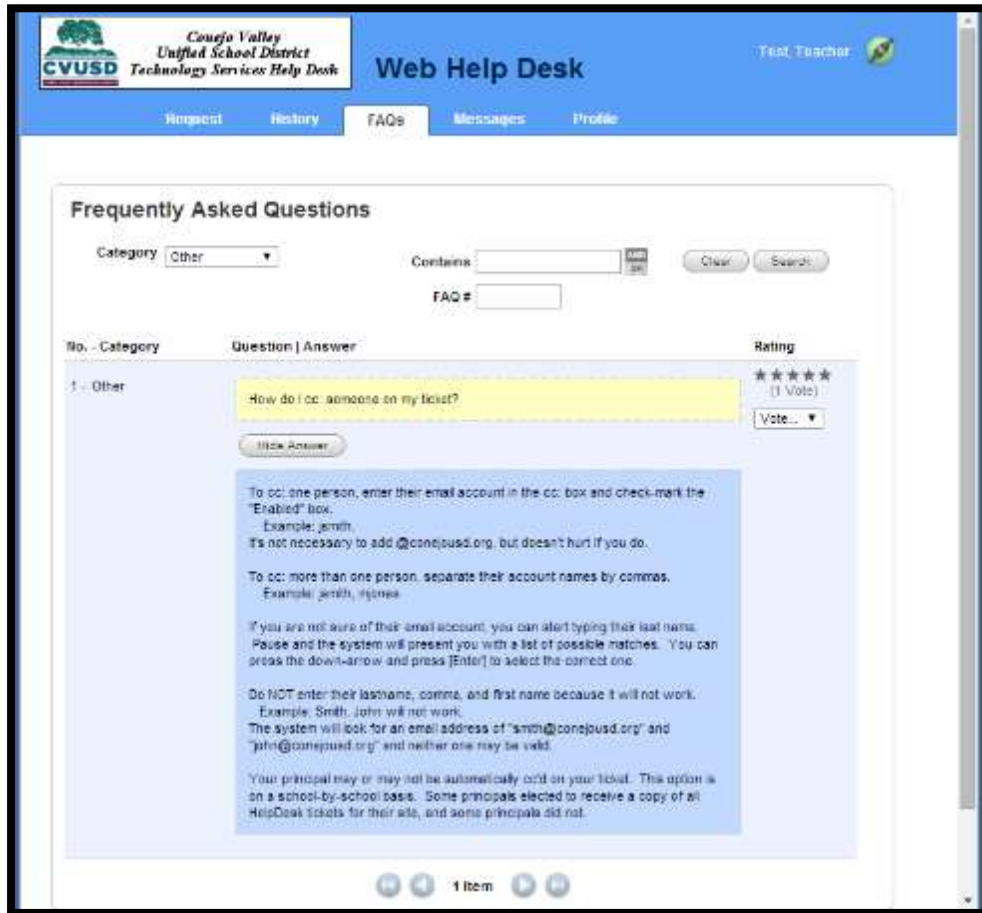


In the details view, you can cancel the ticket by clicking the [Cancel Ticket] button. You can also review responses from the technician or add your own responses by clicking the [Add Note] button. Click [Save] to save your responses.



FAQs tab

Sometimes we may publish FAQs (Frequently Asked Questions). These can be seen on the FAQs tab. Click the [Search] button first to list the FAQs. Then click [Show Answer] to see the answer to the frequently asked question.



Messages tab

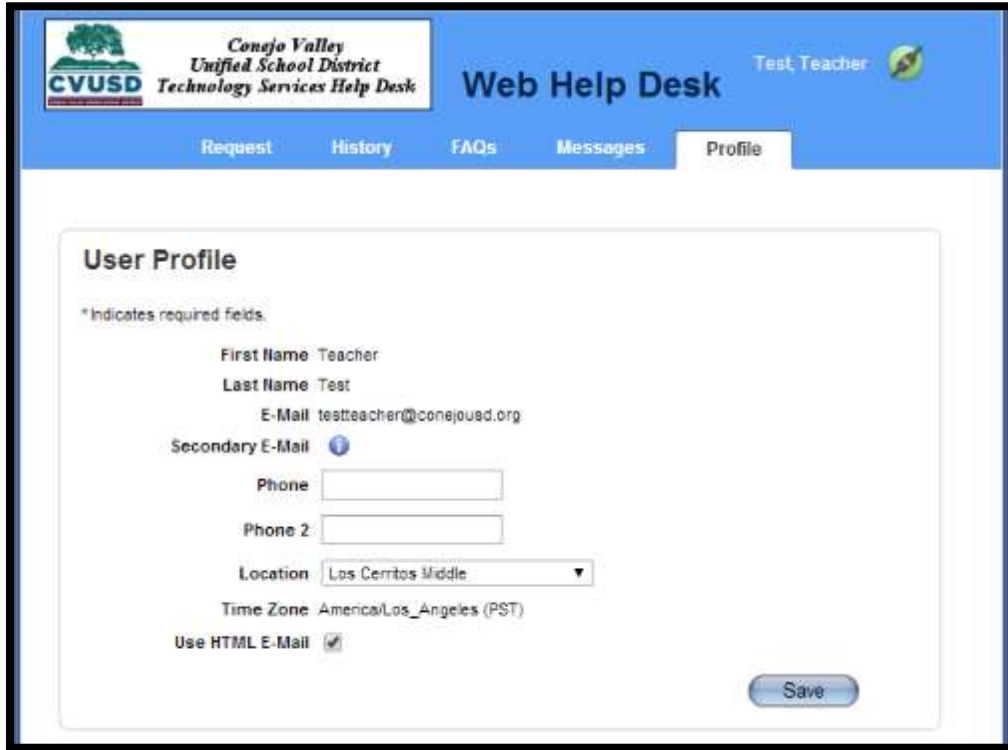
If the system sent you a message, you can see it on the Message tab. For example, if you tried to cc: someone on a ticket and their email address does not exist, the system may leave you a message.



Profile tab

You may update your phone number on the Profile tab.

Note: The Location may automatically updated by the system based on where your account is located. If you change it, it may automatically get reset overnight.



The screenshot shows the 'Web Help Desk' interface for a user named 'Test Teacher'. The top navigation bar includes 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. The 'User Profile' section contains the following fields: First Name (Teacher), Last Name (Test), E-Mail (testteacher@conejoad.org), Secondary E-Mail (with a help icon), Phone (text input), Phone 2 (text input), Location (dropdown menu set to 'Los Cerritos Middle'), Time Zone (America/Los_Angeles (PST)), and Use HTML E-Mail (checked checkbox). A 'Save' button is located at the bottom right of the form.

Logging Out:

To log out of Help Desk, click the disconnect icon at the top right.

