

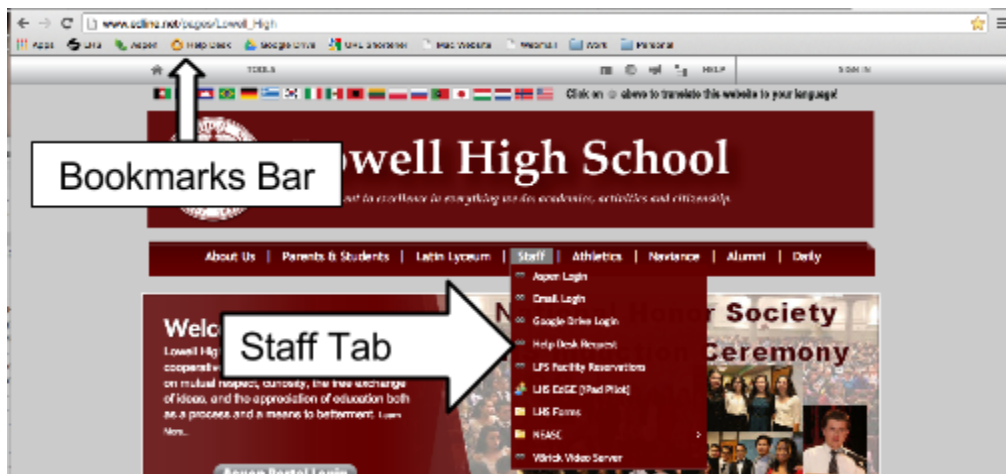
Help Desk Requests

Objectives:

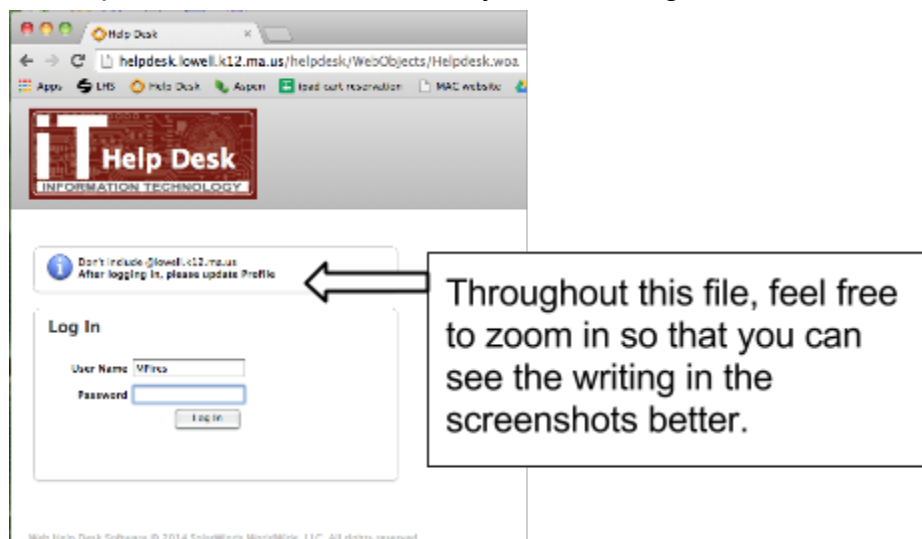
1. To create an understanding of how the new help desk system works.
2. To encourage utilization of its comprehensive features such as
 - a. creating a help request
 - b. seeing your history
 - c. using FAQs
 - d. communicating with helpdesk via email

How to ACCESS Help Desk:

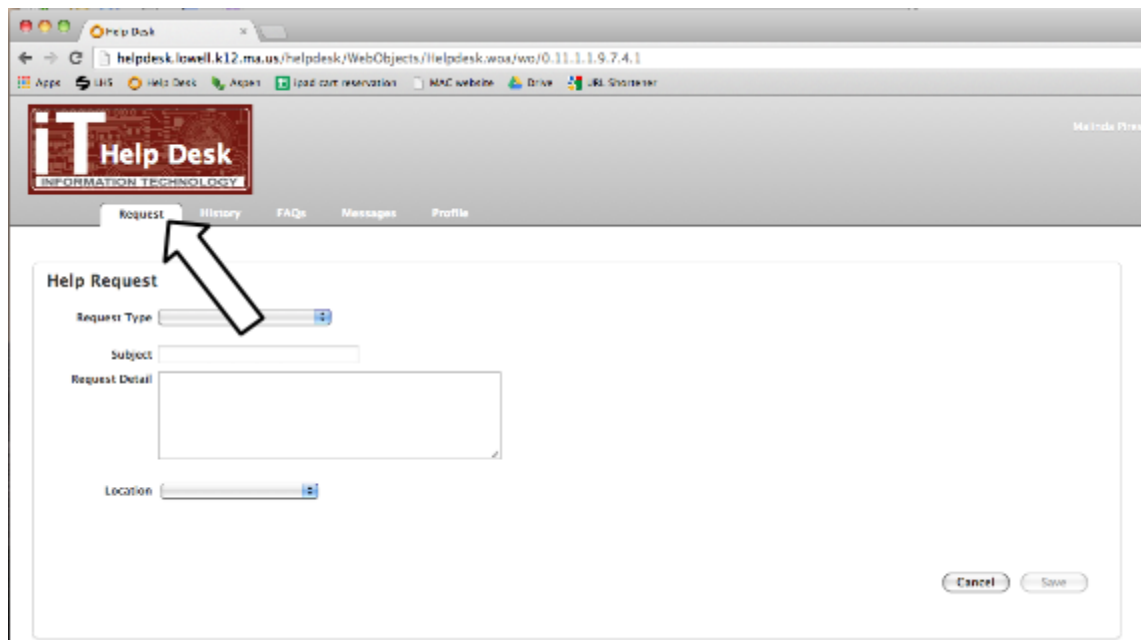
There is a link to the Help Desk Request system under the staff tab on the LPSD Website but I highly recommend creating a shortcut on your bookmarks bar.



Your username and password is the same one you use to log into the school computers.



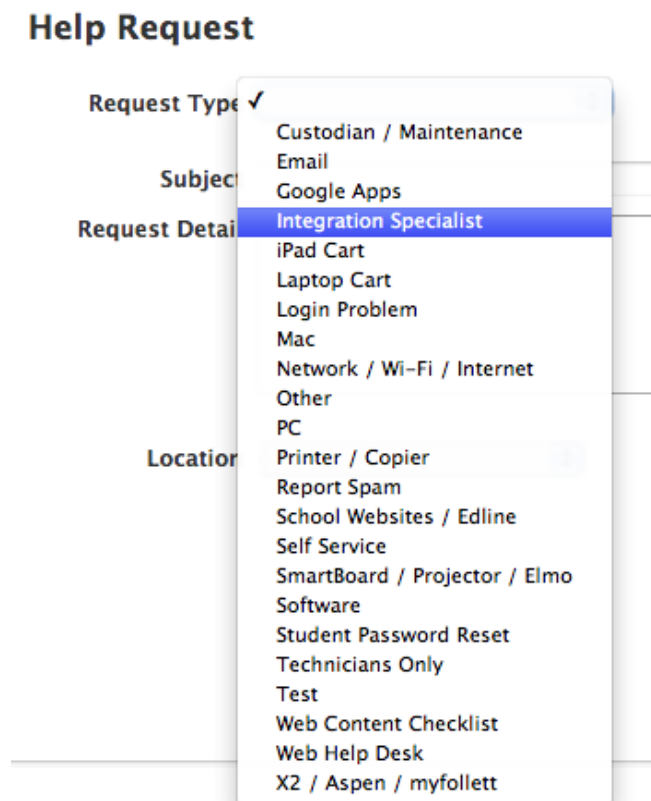
Help Desk will automatically open to the Request tab. This makes it easy to enter a new request. Notice there are other tabs available (Request, History, FAQs, Messages, Profile).



The screenshot shows a web browser window with the URL `helpdesk.lowell.k12.ma.us/helpdesk/WebObjects/Helpdesk.woa/wo.0.11.1.1.9.7.4.1`. The page has a header with the "iT Help Desk" logo and a navigation bar with tabs: Request, History, FAQs, Messages, and Profile. The "Request" tab is selected. Below the tabs is a "Help Request" form with fields for "Request Type" (a dropdown menu), "Subject", "Request Detail" (a text area), and "Location" (a dropdown menu). At the bottom right of the form are "Cancel" and "Save" buttons. A white arrow points to the "Request Type" dropdown menu.

a. Creating a Help REQUEST

Choose a request type from the drop down menu. Try to choose a category that best fits your request.



This image is a close-up of the "Request Type" dropdown menu from the "Help Request" form. The menu is open, showing a list of request categories. The "Integration Specialist" option is highlighted with a blue background. The other options in the list are: Custodian / Maintenance, Email, Google Apps, iPad Cart, Laptop Cart, Login Problem, Mac, Network / Wi-Fi / Internet, Other, PC, Printer / Copier, Report Spam, School Websites / Edline, Self Service, SmartBoard / Projector / Elmo, Software, Student Password Reset, Technicians Only, Test, Web Content Checklist, Web Help Desk, and X2 / Aspen / myfollett.

Notice that the items requested will change depending on the category you choose. This will help you include the details the technician will need. Also notice that some categories will automatically populate related FAQs. Look over the FAQs to determine if there is already a possible solution to your request.

Integration Specialist vs. Email

FAQ

Type in a subject that helps identify your issue, and complete the request detail. Please be as detailed as possible in your request. This will assist in assigning the request to the correct technician and it will also allow the technician assigned to address the request quickly.

Things to consider including:

1. What you need
2. Who else is involved
3. Detailed list of what you have tried already.
4. When you are available

Help Request

Request Type: Integration Specialist

Subject: Bookmarks

Request Detail: Note: Please be as detailed as possible. Example: I want to learn how to create and organize bookmarks in my browser.

Room: 106

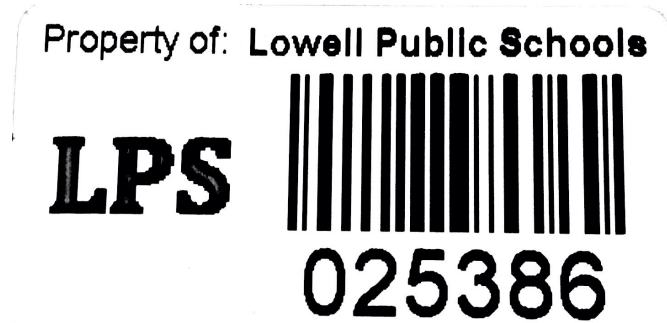
Asset Tag:

Attachments: Add File

Location: LHS

Cancel Save

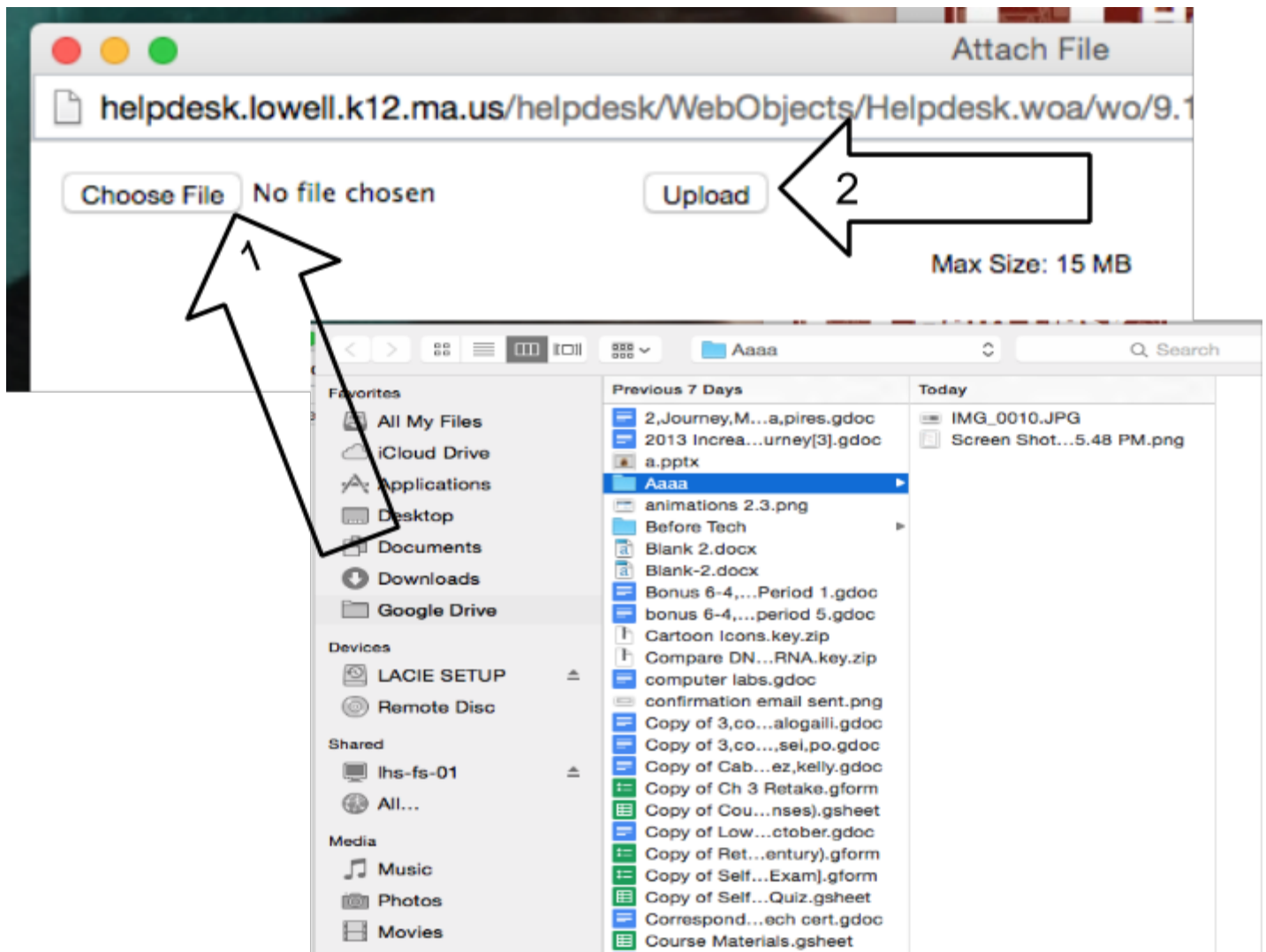
Enter your room number and the Asset Tag from the school equipment involved.



Add attachments:

There is a button that allows you to add any files that may be of assistance to the Technician assigned to your request. For example, screenshots of the error message.

1. click "choose file" and locate where the item is saved
2. once you have chosen the file click "upload"



Choose your school location from the drop down menu (1).

Click on “Save” once you completed the form as far as possible (2).

Location ☒ 1

- Adult Ed
- Bailey
- Bartlett
- Bon Marché
- Butler
- Cardinal
- Daley
- Greenhalge
- LHS
- Laura
- Laura Lee
- LeBlanc
- Lincoln
- McAuliffe
- McAvinne
- Molloy
- Moody
- Morey

or choose a Model below.

No.	Serial No.	Network Name
K43ZMDNML	D25K43ZMDNML	LHSp558-024820

1 item

OR

Model

Type

Model Not Applicable / Found

Cancel Save 2

b. Seeing your HISTORY

With the history tab you can view all your requests. By default the status is set to “all active” (1). However, you can use the drop down menu to see closed requests as well. Sometimes this is helpful if you know you have asked the question before but you cannot remember how the issue was resolved. You are also able to search your history by request number or key word (2,3).

To see the details of a request you would click on the blue request number (4).

IT Help Desk
INFORMATION TECHNOLOGY

Request History

Request No. Status Contains

No.	Date	Updated	Status	Request Detail	Survey
3522	11/25/14	11/25/14	Closed	Bookmarks: Note: Please be as detailed as possible. Example: I want to learn how to create and organ...	
3516	11/19/14	11/25/14	Open	VOIP room 106: The hand set for the VOIP in room 106 does not seem to be working. No dial tone. I ch...	
3532	11/19/14	11/25/14	Open	update edge carts: Update Cart 1 Cart 2 Cart 3 Cart 4 M. Pina: Cart 3 is updated for most ipads...	
2040	11/4/14	11/4/14	Open	possible additions to help desk menu: possible additions to help desk menu: mirroring edge vbrick	

4 items

Requests Per Page 50

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Once you click on the blue request No. you will see any notes that have been made on a request or you can add your own notes.

To add your own notes click the grey “Add Note” button (1) on the bottom right. When done writing your note, click the blue save button (2). You can also attach files to your request such as screenshots of an error message. To do this you would click on the “Add File” button (3) next to the word attachments.

IT Help Desk
INFORMATION TECHNOLOGY

Request History FAQs Messages Profile

Request 3522 [Cancel Request](#)

Report Date: 11/25/14 12:24 pm
Status: Open
Location: LHS
Request Type: Integration Specialist
Subject: Bookmarks
Request Detail: Note: Please be as detailed as possible.
Example: I want to learn how to create and organize bookmarks in my browser.
Browser: =
I am available the following days and times:
Room: 100
Asset Tag:
Attachments: [Add File](#)
Notes: [Add Note](#) [Cancel](#) [Save](#)

c. Using FAQs

You can use this tab to do a little troubleshooting on your own. If you click on “Search” without filling in any of the fields then a list of ALL existing FAQs will be generated. You can narrow down your search by entering a category or key word. Related FAQs will actually populate on the right side of the screen as you enter a new help desk request (see picture on page 3). Sometimes you will see a technician attach a related FAQ to your help desk request. Technicians add new FAQs daily which means this valuable resource is continuously growing.

IT Help Desk
INFORMATION TECHNOLOGY

Request History **FAQs** Messages Profile

Frequently Asked Questions

Category: Contains: [Add](#) [On](#) [Clear](#) [Search](#)
FAQ #:

No.	Category	Question Answer	Rating
188	Email	How do I change how many message appear on the screen in my webmail? Show Answer	(0 Votes) Vote...
4	Email	What is the name of the mail server so I can setup my mail client? Show Answer	(0 Votes) Vote...

2 items

d. Communicating with helpdesk via HELP DESK EMAIL

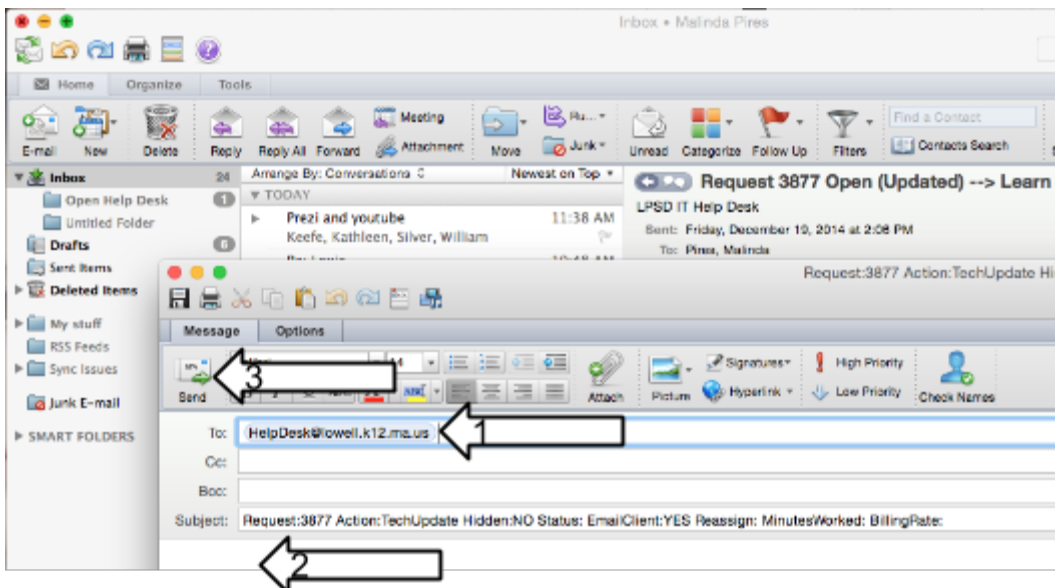
After you have created your help desk request, you can easily use the emails from the “LPSPD IT Help Desk” (1) to add notes and communicate with the Technician. The technician will also use these emails to communicate with you so be sure to read these emails carefully. Often you will be asked for more information via the helpdesk emails.

To add a note via email:

Click blue “Add Note” button (2) located in the email from the help desk.



This will automatically generate a new email to the helpdesk (1). Simply type the information in the body of the email (2) and click send (3). **Please note that you may also simply reply to the email, and a note will be added. Either method is acceptable**



Help Desk will keep all the communications together and organized nicely for you and the technician. Notice How the email will look after there have been several communications between you and the technician. (In this example I was talking to myself!)

Request 3522 Open (Updated) --> Bookmarks: Note: Please be as detailed as possi...

LPSD IT Help Desk

Sent: Tuesday, November 25, 2014 12:41 PM

To: Pires, Malinda

To protect your privacy, some pictures in this message were not downloaded.

Request 3522: Bookmarks

Malinda Pires, thank you for using the Lowell Public School District IT Help Desk.

You can check the status of your Help Request (3522) at

<http://HelpDesk.lowell.k12.ma.us/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=3522>

[Add Note](#) [Cancel Request](#)

On 11/25/14, at 12:41 pm, Malinda Pires wrote:
Thank You!

On 11/25/14, at 12:37 pm, Malinda Pires wrote:
Client was educated about creating and organizing bookmarks.

On 11/25/14, at 12:34 pm, Malinda Pires wrote:
This is a sample request intended for creating a training document.

On 11/25/14, at 12:24 pm, Malinda Pires wrote:
Note: Please be as detailed as possible.
Example: I want to learn how to create and organize bookmarks in my browser.

Browser =

I am available the following dates and times:

When the technician feels they have completed your request they will set the status to resolved. You will receive an email asking if your issue was resolved. Please click yes or no. If you are sent to the helpdesk login page, log in, open the correct ticket in your history, and click on yes or no again. If you click no, then the request will remain open and you will have the opportunity to add a new note. If you click yes, help desk will close the request.

IT Help Desk
INFORMATION TECHNOLOGY

Request History FAQs Messages Profile

Malinda Pires

Request 3522

Was your issue resolved? ☒ YES ☐ NO

Request Date: 11/25/14 12:41 pm
Status: Resolved
Close Date:
Last Seen: 1/6
Request Type: In-person/Remote
Subject: Bookmarks
Request Detail: Note: Please be as detailed as possible.
Example: I want to learn how to create and organize bookmarks in my browser.
Screened in:
I am available the following dates and times:
Track: Malinda Pires
Reason: 100
Assign To:
Attachments:

Date	Name	Note Text
11/25/14 12:41 pm	Malinda Pires	Thank You! 11/25/14 12:41 pm
11/25/14 12:37 pm	Malinda Pires	Client was educated about creating and organizing bookmarks. 11/25/14 12:37 pm
11/25/14 12:34 pm	Malinda Pires	This is a sample request intended for creating a training document. 11/25/14 12:34 pm

Done

Notice that the communications are color coded:

1. Yellow...entered by client
2. Green...Solution to the request
3. Blue...entered by Technician

Request 3522

Was your issue resolved? ☐ No ☐ Yes

Report Date: 11/25/14 12:24 pm
 Status: Resolved
 Close Date:
 Location: LHS
 Request Type: Integration Specialist
 Subject: Bookmarks
 Request Detail: Note: Please be as detailed as possible. Example: I want to learn how to create and organize bookmarks in my browser.
 Browser: =
 I am available the following dates and times:
 Tech: Malinda Pires
 Reason: 106
 Asset Tag:
 Attachments:

Date	Name	Note Text
11/25/14 12:41 pm	Malinda Pires	Thank You! moments ago #325
11/25/14 12:37 pm	Malinda Pires	Client was educated about creating and organizing bookmarks. 7 minutes ago #327
11/25/14 12:34 pm	Malinda Pires	This is a sample request intended for creating a training document. 11 minutes ago #420

Done

What it looks like on the Technician's side:

Notice that the Help Desk software keeps the request details organized in a table. This allows a technician to easily keep track of what they have been asked to do.

Web Help Desk

My Requests (18) Group Requests (18) Flagged Requests (0) Recent Requests Search Requests

Basic Search Advanced Search

Request No. Tech
 Date ☐ Opened ☐ Closed ☐ Scheduled ☐ Updated from to Location
 Status Priority
 Asset No. Last Name
 Request Type Request AND OR
 Clear Search

New Request

No.	Date	Updated	Request Type	Request Detail	Latest Notes	Client	Status	Priority	Alert Level	Tech	Location
3522	11/25/14 12:24 pm	11/25/14 12:34 pm	Integration Specialist	Bookmarks: Note: Please be as detailed as possible. Example: I want to learn how to crea...	This is a sample request intended for creating ...	Malinda Pires	Open	Medium		M. Pires	LHS