

The IT department has switched over to a new district wide tech request system called Everything HelpDesk. This new system will allow for improved communication, better tracking and in depth reporting that will help the district plan for staffing and improvement of technologies. Every staff member has the ability to submit tech requests for themselves; at MHHS, we have been doing this for years. You can still access the new system from the MHHS online tech request page via a link to the helpdesk website. There will also be a link to the website on the desktops for all users. The complete address is shown below and instructions for how to submit a tech request follow:

## How to Submit a Tech Request

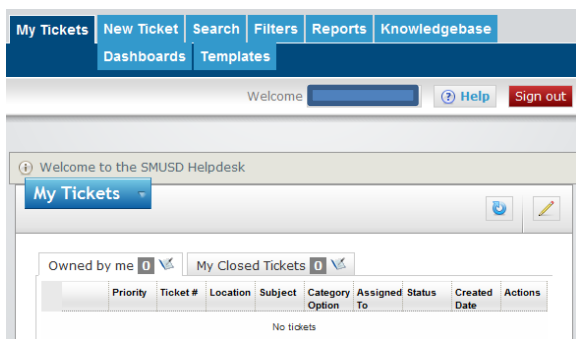
1. Access the EVERYTHING HELPDESK WEBPAGE via the link below or desktop shortcut.

<http://helpdesk.smusd.org/ehelpdesk/login.glml>



The login form for the Everything HelpDesk system. It features the 'everything HelpDesk' logo at the top. Below the logo are three input fields: 'Login Id', 'Password', and 'Language' (a dropdown menu currently showing 'English (United States)'). A blue 'Login' button is positioned below the language dropdown.

The Login ID and Password are the same username and password as the district email login.



A screenshot of the Help Desk dashboard after a successful login. The top navigation bar includes tabs for 'My Tickets', 'New Ticket', 'Search', 'Filters', 'Reports', and 'Knowledgebase'. Below this is a secondary bar with 'Dashboards' and 'Templates'. A welcome message 'Welcome [username]' is displayed, along with 'Help' and 'Sign out' links. The main content area shows a 'Welcome to the SMUSD Helpdesk' message and a 'My Tickets' section. This section has two sub-sections: 'Owned by me' and 'My Closed Tickets', both showing a count of 0. Below these is a table with columns: Priority, Ticket #, Location, Subject, Category/Option, Assigned To, Status, Created Date, and Actions. The table is currently empty, with 'No tickets' displayed at the bottom.

This is the first screen you will see when you login to the Help Desk system. From here you can access all the tickets that you have created, create reports and access the growing online knowledgebase.

2. Click on the NEW TICKET tab.

**New Ticket**

The page will be blank at first. This is because the tech request form is customized based on the grouping selected. Your contact information will be automatically inserted based up your login.

3. **Select the GROUP.** All Tech Requests will be submitted to the Technology group except for Synergy specific issues, which will go directly to the Synergy support group (Hector Lopez, et al).

\* Group

Technology

Nursing Services  
Synergy Grade Book / ParentVue / StudentVue  
Technology

4. **Select the CATEGORY.** At this time, there are only three categories, Hardware, Software or Other. Please select the category that best fits in order to facilitate quicker service and better reporting. There can only be one item submitted per ticket. Do not attempt to submit multiple items on one form.

Category

Category Option

\* Assignment

\* Room Number

Hardware Issue  
Software Issue  
Other

5. **Select the SUBCATEGORY.** Based on the category you chose in Step 4, you will be provided with the appropriate subcategories. If you are unsure of which category to choose, looking at the subcategories will help you determine the appropriate category.

Hardware Issue

Computer  
Printer  
Projector  
Other Hardware Issue  
Warranty

Software Issue

Install / Update Program  
Program Not Working  
Other Software Issue

Other

Other  
Other

6. **Select the ASSIGNMENT.** The name available will be dependent on your site assignment within the district. Staff assigned to MHHS will only be able to assign tickets to me. I will escalate them to the appropriate IT personnel, if necessary.

\* Assignment

Le, Denise

7. **Enter the SUBJECT.** Please use this space to provide a brief, general description of the problem.

\* Subject

Printer jam

8. **Enter NOTES.** Use the notes field to provide a detailed description of the problem. Be sure to include Manufacturer, Model number and SMUSD Property Tag numbers for Hardware requests. Providing as much detail as possible here will help to minimize delays caused by incomplete or vague information.

Note

HP Laserjet 4300 (#710999) has a paper jam in the paper feeder tray

9. **Enter the ROOM NUMBER.** For the sake of brevity, just put the name or number of the room (e.g. Library, AP, 365, Gym, 810). Do not type MHHS or Room, Rm #, or Office.

\* Room Number

Library

10. **Add any necessary ATTACHMENTS.** If you have a screen shot of an error message, a picture of damage, a file or other attachment that is relevant to the issue and will assist in troubleshooting, please include it. Having as much information as possible will speed up the process for everyone.

▼ Attachments

Browse...

11. **Click to SAVE CHANGES.** Once you have completed entering all the necessary information, you need to go to the top of the page and click to save changes. No matter how much information you have typed, your Tech Request will not be created or assigned until you save it!

 Save Changes

12. As soon as the ticket is saved, the form will change and you will see a ticket number at the top of the screen, as well as creation and modification dates. You do not need to email this to yourself or print it, as you will be able to access all tech requests that you created simply by logging in to the system.

**Edit Ticket 1357** 

**Created**  
Aug 12, 2013 6:38:53 PM

**Modified**  
Aug 12, 2013 6:38:53 PM

13. You can add comments to the system to note if you received a call or placed a call to follow up. This is not necessary at this time, but can be done.

Received a phone call

14. History Comments section allows you to view the history of the request, including technician notes, if any have been entered.

▼ History Comments

15. As you continue to use the system, you will begin to see more items appear under the “Owned by Me” tab, you can click on the ticket # of any item to open the ticket and review it, as needed.

My Tickets

Owned by me **1**

My Closed Tickets **0**

	Priority	Ticket #	Location	Subject	Category Option	Assigned To	Status	Created Date	Actions
	[no permission]	1357	Mission Hills High	Printer jam - test ...	Computer	Denise Le	[no permission]	8/12/13 6:38 PM	

16. Be sure to check the Knowledgebase for simple fixes, FAQs, and tutorials. This section will continue to grow and become an invaluable resource to assist users in training and beginning troubleshooting.

Knowledgebase