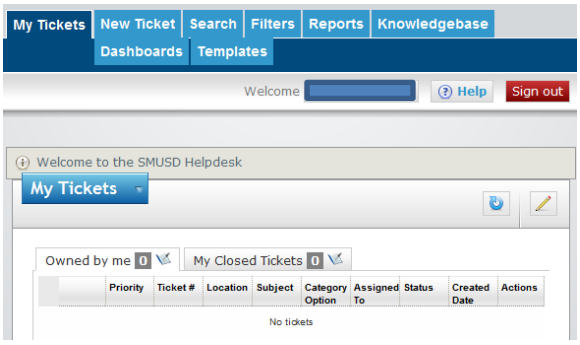
The IT department has switched over to a new district wide tech request system called Everything HelpDesk. This new system will allow for improved communication, better tracking and in depth reporting that will help the district plan for staffing and improvement of technologies. Every staff member has 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 ID and Password are the same username and password as the district email login.

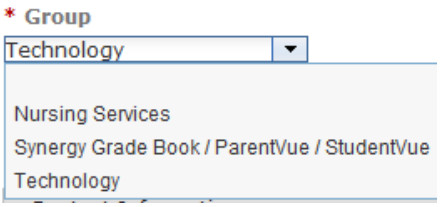


This is the first screen you will see when you login to the Help Desk system. From here you can access all the tickets that you have created, create reports and access the growing online knowledgebase.

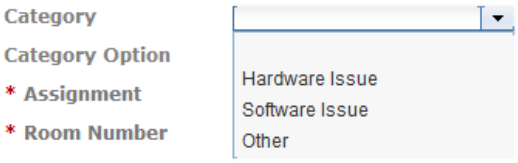
2. **Click on the NEW TICKET tab.**

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.

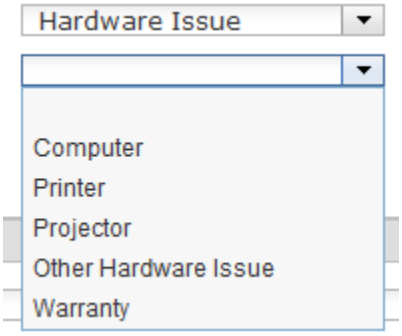
3. **Select the GROUP**. All Tech Requests will be submitted to the Technology group except for Synergy specific issues, which will go directly to the Synergy support group (Hector Lopez, et al).

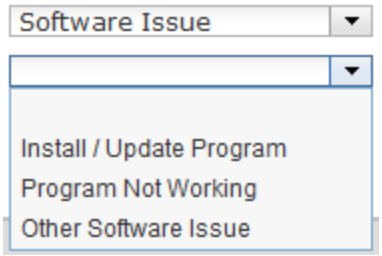


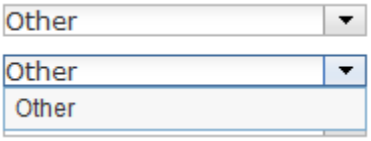
4. **Select the CATEGORY.** At this time, there are only three categories, Hardware, Software or Other. Please select the category that best fits in order to facilitate quicker service and better reporting. There can only be one item submitted per ticket. Do not attempt to submit multiple items on one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



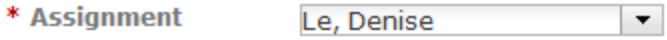
5. **Select the SUBCATEGORY.** Based on the category you chose in Step 4, you will be provided with the appropriate subcategories. If you are unsure of which category to choose, looking at the subcategories will help you determine the appropriate category.





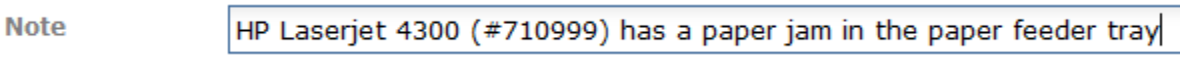


6. **Select the ASSIGNMENT.** The name available will be dependent on your site assignment within the district. Staff assigned to MHHS will only be able to assign tickets to me. I will escalate them to the appropriate IT personnel, if necessary.



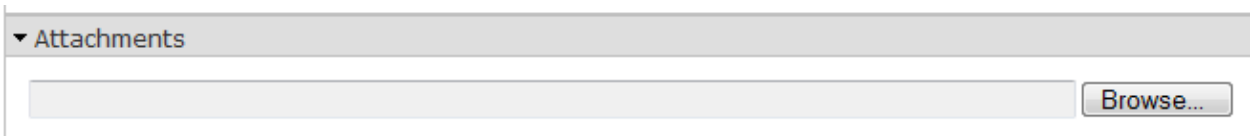
7. **Enter the SUBJECT.** Please use this space to provide a brief, general description of the problem.

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.



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.

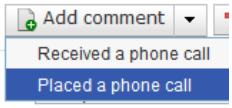
10. **Add any necessary ATTACHMENTS**. If you have a screen shot of an error message, a picture of damage, a file or other attachment that is relevant to the issue and will assist in troubleshooting, please include it. Having as much information as possible will speed up the process for everyone.



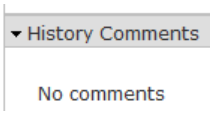
11. **Click to SAVE CHANGES**. Once you have completed entering all the necessary information, you need to go to the top of the page and click to save changes. No matter how much information you have typed, your Tech Request will not be created or assigned until you save it!

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.

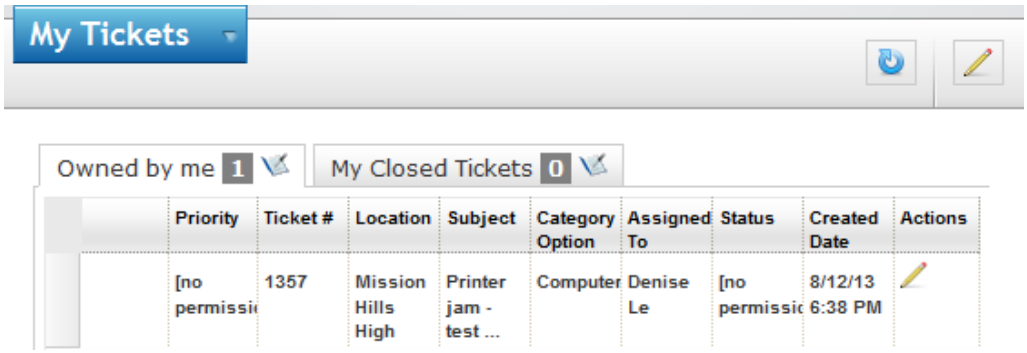
13. You can add comments to the system to note is you received a call or placed a call to follow up. This is not necessary at this time, but can be done.



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



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.



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.