

Helpdesk 2017



Submit a Technology Helpdesk Ticket: Or if you need immediate assistance please call ext. 4195.

For all Technology Issues:

1. Sign into your google account.
2. From the Staff Bookmarks, drop down and select "Helpdesk".
3. **Credentials are the same as your computer log in. First name space Last name, then password. NOT EMAIL.**

Note: New Landing Page

Eliminated unnecessary dropdowns and information that no longer pertains to new technology in the district.

The screenshot shows a web browser window with a bookmarks menu open on the left. The bookmarks list includes 'District Google Mail', 'District Webpage', 'Aesop', 'Employee Training Tutorials', 'Employee Online', 'Tech PD Training Site', 'Helpdesk', 'Follett', 'Pearson EasyBridge', 'Canvas', 'NWEA Map Site', 'Suggestion Box', 'GoGuardian', 'eSchool Admin Access', 'Teacher Access Center', 'AIMSweb', 'Curriculum Instructional Tools', and 'Evaluation Documents'. A red arrow points from a yellow box labeled '1. Staff Bookmarks' to the 'Helpdesk' bookmark. Another red arrow points from a yellow box labeled '2. Helpdesk' to the 'Helpdesk' bookmark. The main content area of the browser shows the 'D100 Helpdesk' landing page. At the top right, there is a 'SUBMIT TICKET' button and a 'LOGIN' button. A red arrow points from a yellow box labeled '3. LOGIN' to the 'LOGIN' button. Below the header, there is a text box that reads 'To Login, Your username and password will be the same credentials you use when logging onto your computer (NOT your email)'. Below this is a 'LOGIN TO YOUR ACCOUNT' section with a 'Username (LDAP)' field containing 'John Smith', a 'Password' field with masked characters, a 'Login Server' dropdown menu set to 'BcUSD100 DC', a 'Remember me' checkbox, and a 'Sign In' button. A red arrow points from a yellow box containing the text 'Username is same credentials as logging onto your computer. NOT EMAIL' to the 'Username (LDAP)' field.

To submit a ticket click on LOGIN

Enter same credentials as you would logging onto your computer or email.

Once you have accessed HelpDesk click on New Ticket

Belvidere Community Unit School District
100
Knowledge Base My Settings linda weber Logout

Tickets **New Ticket**

New Ticket

Create New Ticket

Ticket details

Category *
Tech Support - TS **1. From pull-down menu, select Tech Support**

Priority
Normal **2. From pull-down menu, select Priority.**

Building*
CO **3. From pull-down menu, select Building**

Extension Number*
4195 **4. Enter room extension**

Room Number*
105 **5. Enter room number**

Problem Type*
Other **6. From pull-down menu, select problem type**

Computer Number*
12345 **7. If requested, enter computer number
Handwritten number on the front of your
computer**

[Add CC](#) | [Add BCC](#) | [Attach a File](#)

Subject *
Unable to log in **8. Enter subject & message**

Message *
I am unable to log in on my computer.

9. Click on create ticket

Create Ticket Reset Cancel

Search Knowledge Base for Technical Assistance:

The other half of the “Help Desk Ticket” screen is a Knowledge Base. We are continually adding documents to the Knowledge Base. For example, Add a Network Printer, Set TV to Clone or to Display Mode, and an Explanation of Network Drives are some of the documents included on the Knowledge Base. This also acts as a central repository to hold Tech Procedures so that you do not have a need to print and file.

Search the Knowledge Base for Technical Assistance:
Type in your question or browse the articles below.



LOGIN

SEARCH

SECTIONS

■ Internet | Internet Explorer (5)

■ iPads/MacBook/iPad Cart (3)

■ Other (12)

■ Printing (2)

■ Projectors (1)

■ Computer Issues (13)

■ Cell Phone | Email Setup (2)

■ Email (Google) (4)

■ SEAS (1)

■ Smartboard & Smart Slate (9)

■ Software (3)

■ Website Information -- Sharepoint (5)

■ Windows 7 (12)

■ Google - Chrome (3)