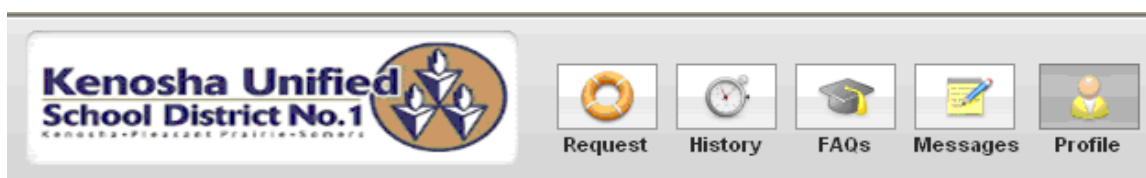


How to use Web Help Desk

1. To submit a help desk ticket yourself go to www.kusd.edu/helpdesk and login using your Active Directory (AD) credentials.


UPDATING YOUR PROFILE –

2. If this is the first time you are logging into Web Help Desk, you will be prompted to update your profile including your phone extension, location, and room number.
 - If you work at multiple locations, input your “home” location information.
 - If you don't know the room number, select **Other**.
 - If you know your room number but it isn't listed, select **Other** and type your room number in the **Notes** section of the ticket you are going to create and it will be added into Web Help Desk.
3. Scroll to the very bottom of the page and click **Save** to save your profile.



User Profile

*Indicates required fields.

 **Room is a required field.**

First Name*	<input type="text" value="Training"/>
Last Name*	<input type="text" value="Room 20"/>
E-Mail*	<input type="text" value="trn20@kusd.edu"/>
Secondary E-Mail	<input type="text"/> ⓘ
Phone*	<input type="text" value="6347"/>
Phone 2	<input type="text"/>
Location*	<input type="text" value="LakeView Technology Academy"/>
Room*	<input type="text"/>
Time Zone	America/Chicago (CDT)
Additional Room Information	<input type="text"/>

OPENING A NEW TICKET -

1. To open a new ticket, click the **Request** button on the toolbar.
2. Next to the **Request Type** heading, select **Information Services**.
3. If you see the heading, **Related FAQs**, you can search for the answer to your question. You may be able to find the answer without entering the ticket.

4. If you cannot find the answer, proceed with entering the ticket and click **Save** to submit. A ticket number will be given and a technician will be alerted right away.

Request Type Information Services Request

E-Mail Calendar

Subject

Request Detail How do I use the calendar?

Attachments Add File

Location ESC **Room** 200A

Cancel Save

Related FAQs

How to set up a calendar and share it with co-workers

How to Set up Delegates in Outlook Calendar. This is commonly used by Administrators and Secretaries...

2 items

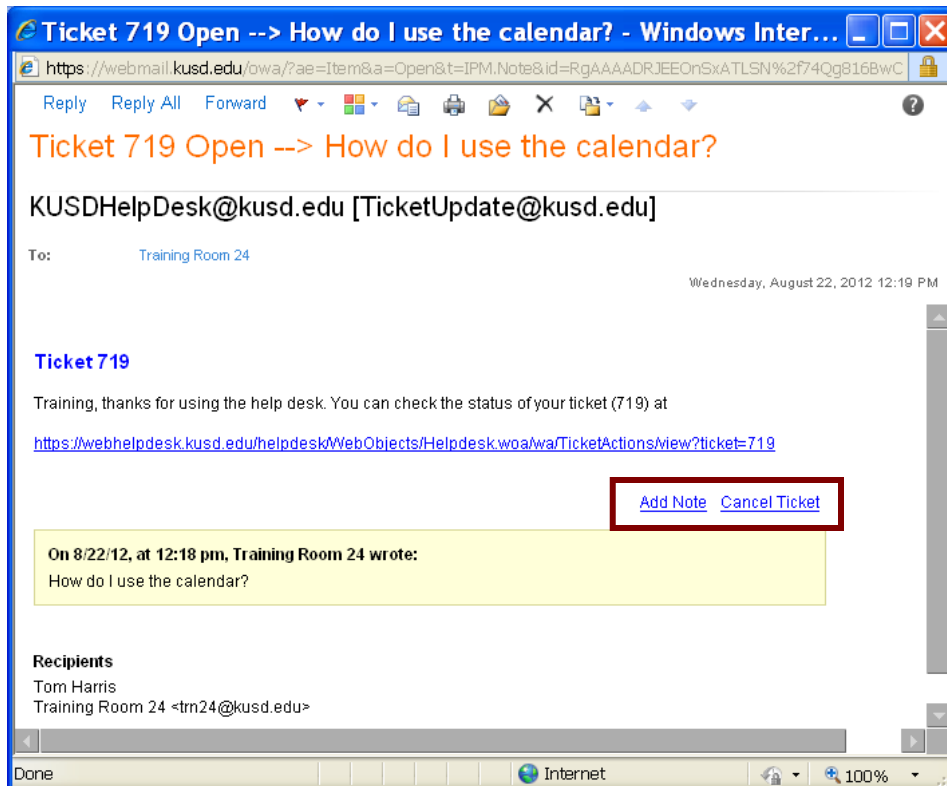
Thank You!

Your ticket number is **719**.

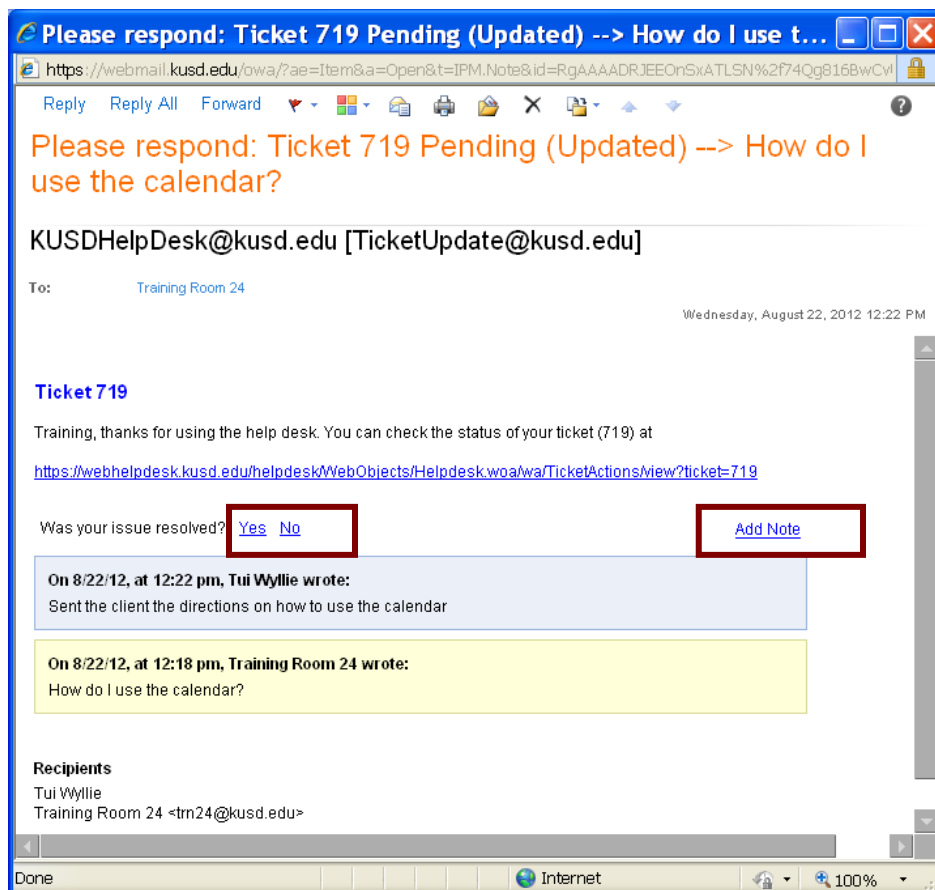
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to **trn24@kUSD.edu**.

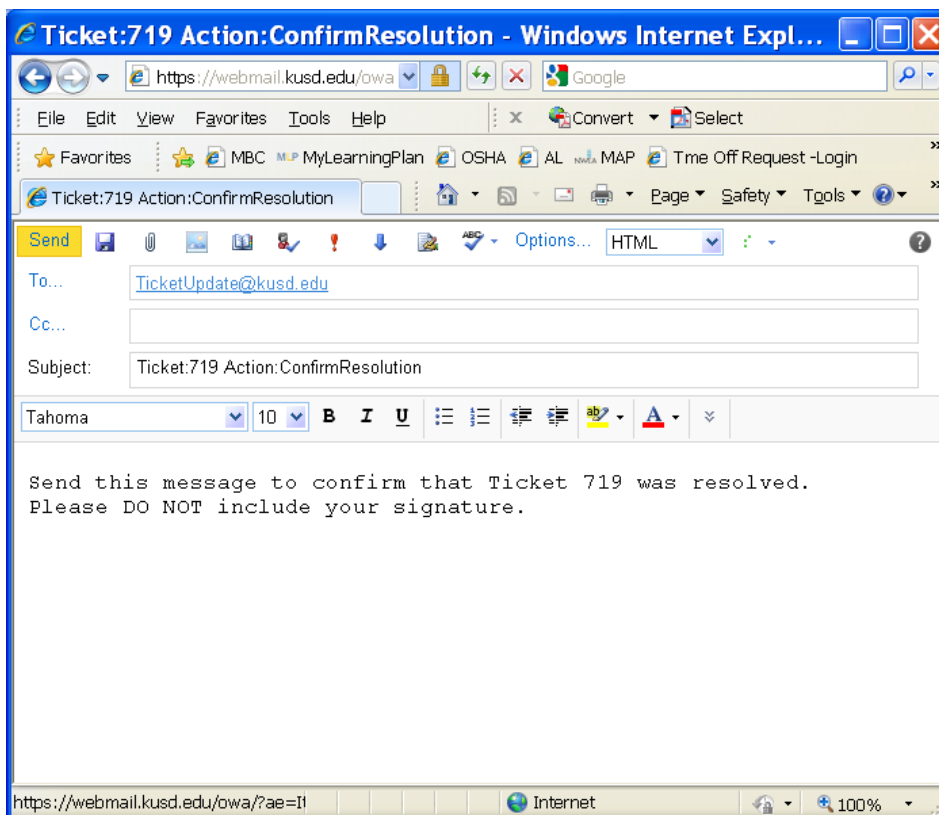
5. You will receive an email message summarizing the information listed in your ticket. This e-mail will include hyperlinks. By clicking on these hyperlinks you can add notes to the ticket or you can cancel it.



- Each time the ticket has been updated, you will be informed via email. If the issue has been resolved, click **Yes** to close the ticket yourself. Again, you can add a note or information to the ticket using the hyperlinks in the e-mail message.



7. If you click on the **Yes** hyperlink, a new outgoing e-mail addressed to TicketUpdate@kUSD.edu will pop up with the corresponding info needed to close the ticket. Any information that you type into the body of this e-mail will populate the note field of your ticket.



8. Once the ticket is closed, you will receive the final e-mail for confirmation.

OTHER FEATURES OF WEB HELP DESK -



- Click **History** on the toolbar to check the history of your request.
- Click **FAQs** on the toolbar to search for frequently asked questions.
- **Messages** will pop up from time to time when you are logging into Web Help Desk to inform you of any major issues or scheduled system maintenance. A list of all of these alerts can be viewed by clicking on **Messages** on the toolbar.
- Click **Profile** on the toolbar to update your profile.
- Click **Save** when you are finished.

To contact the KUSD Help Desk, email helpdesk@kUSD.edu or call (359)-7700
Help Desk hours: Monday to Friday 7:30 am to 4:30 p.m.