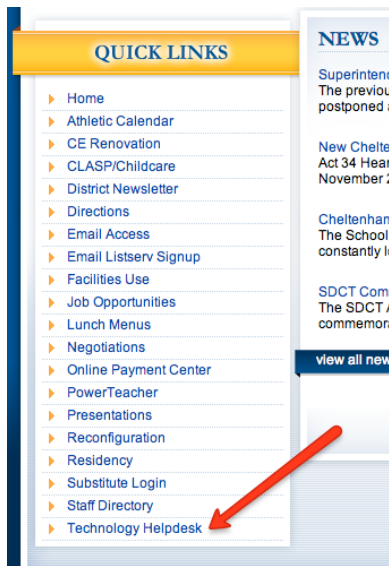



# How to Enter a Help Desk Ticket

1. Access the Technology Help Desk via the Cheltenham Website Quicklinks section of the main page.



2. Enter your E-mail login information and click Login.



**Web Help Desk™**

Please login using the same username and password that you use to login to your e-mail/network account.

**Login**

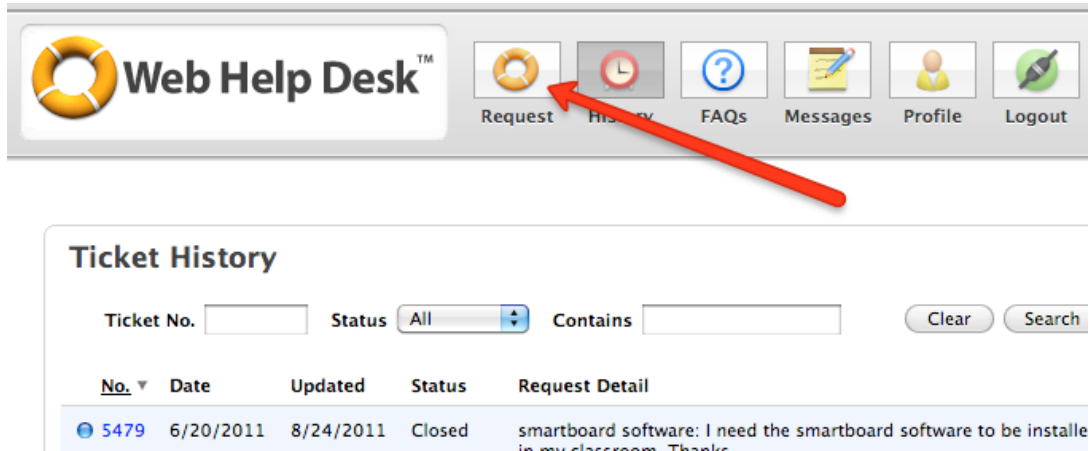
User Name

Password

.....


© 2010 Web Help Desk

3. If you have existing tickets in the system you will see the following screen. To enter a new request click the Request button.



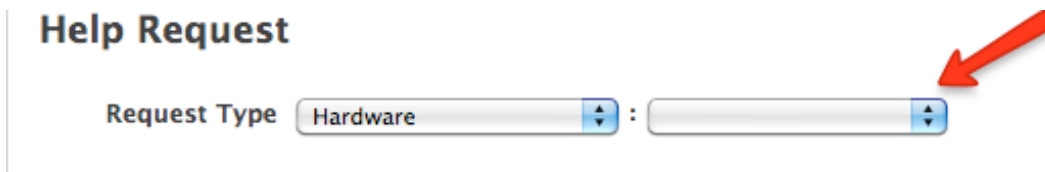
The screenshot shows the Web Help Desk interface. At the top, there is a navigation bar with the Web Help Desk logo and several buttons: Request, History, FAQs, Messages, Profile, and Logout. A red arrow points to the Request button. Below the navigation bar is a section titled "Ticket History" with search filters for Ticket No., Status (set to All), and Contains. Below the filters is a table with columns: No., Date, Updated, Status, and Request Detail. The table contains one row with the following data: No. 5479, Date 6/20/2011, Updated 8/24/2011, Status Closed, and Request Detail smartboard software: I need the smartboard software to be installed in my classroom. Thanks.

## New Request Screen



The screenshot shows the "Help Request" form. It has the following fields: Request Type (a dropdown menu), Subject (a text input field), Request Detail (a large text area), Location (a dropdown menu), and Room (a text input field). At the bottom right, there are "Cancel" and "Save" buttons.

4. Enter the information on the Help Request Form. When you select Request Type another drop down box will appear to further describe your issue.



The screenshot shows the "Help Request" form with the Request Type dropdown menu selected as "Hardware". A second dropdown menu is visible to the right of the first one, and a red arrow points to it.

5. When information is entered click the *Save* button

**Help Request**


Request Type  :

Subject

Request Detail

Attachments

Location  Room



6. Once saved, a Confirmation will be given and an e-mail will be sent to your Cheltenham e-mail account.

## Thank You!

Your ticket number is **6403**.  
You can use the History button above to check the status of your ticket.  
An email confirmation is on its way to [lrock@cheltenham.org](mailto:lrock@cheltenham.org).

7. Now that your ticket is in the system someone from the IT department will be in touch with you and any updates to your ticket will be reported to you via e-mail.

8. Don't forget to logout !

