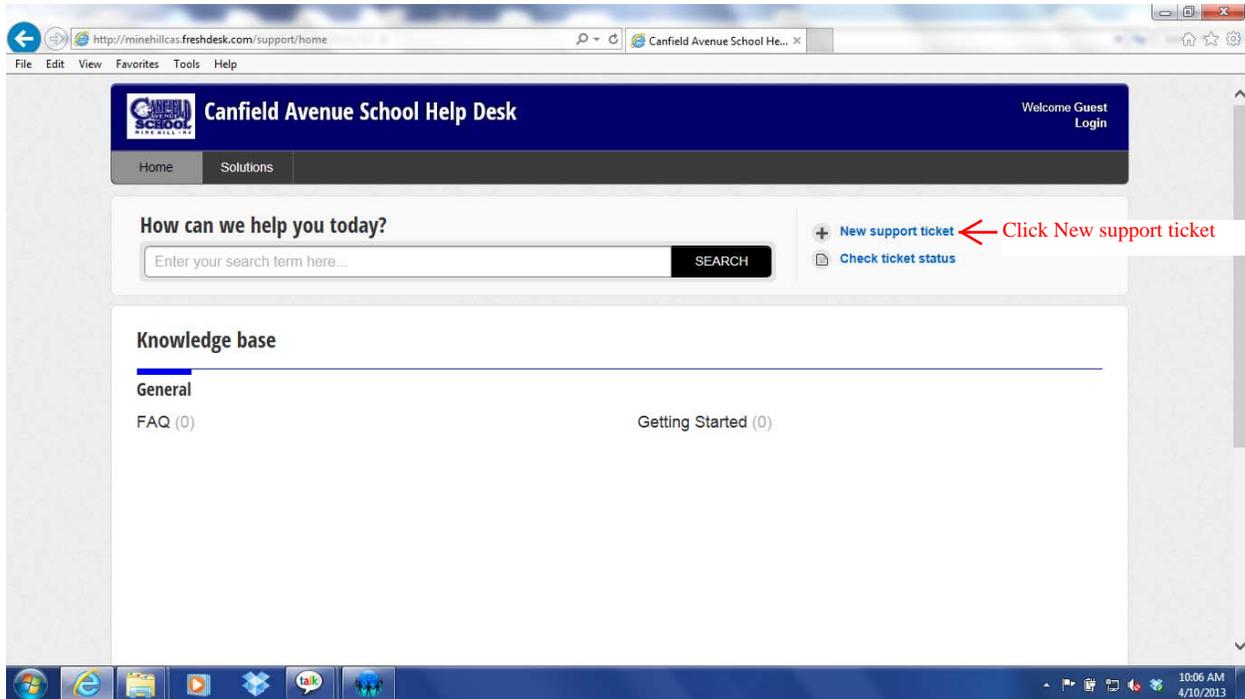


How to Use the New Help Desk Ticketing System

- 1) To open a new Help Desk ticket go to:
<http://minehillcas.freshdesk.com>
- 2) Click New support ticket



3) Fill out the form below.

The screenshot shows a web browser window with the URL <http://minehillcas.freshdesk.com/support/tickets/new>. The page title is "Canfield Avenue School Help Desk" and it says "Welcome Guest Login". The form is titled "Submit a ticket" and contains the following fields:

- Requester Email Address ***: A text input field with "Email" written inside. A red arrow points to this field from a white box containing the text "Enter Your School Email Address".
- Room Number ***: An empty text input field.
- Ticket Type ***: A dropdown menu currently showing "...".
- Description ***: A rich text editor with a toolbar containing icons for bold, italic, underline, list, link, unlink, and a link icon.
- Attach a file from your computer**: A "Browse..." button and a note "File size < 15 MB".

At the bottom of the form are "Submit" and "Cancel" buttons. The Windows taskbar at the bottom shows the time as 10:07 AM on 4/10/2013.

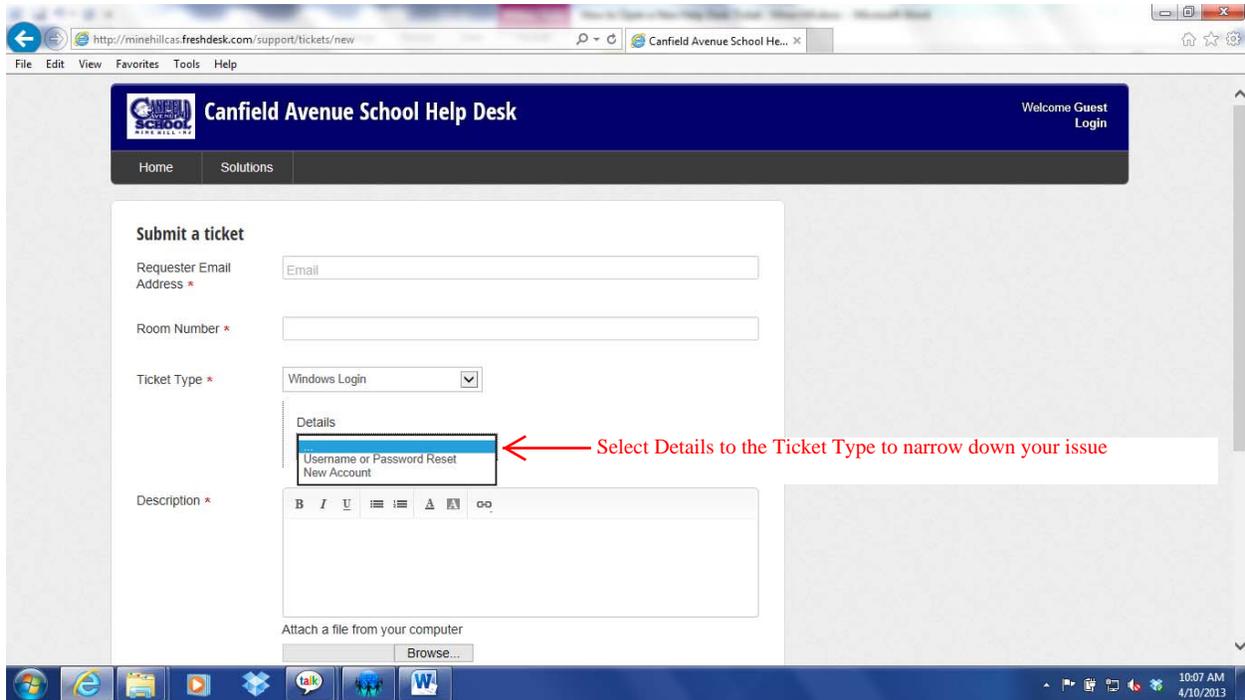
4) Ticket Type dropdown represents the issue you are experiencing.

This screenshot shows the same "Submit a ticket" form as above, but with the "Ticket Type" dropdown menu open. The dropdown list contains the following options:

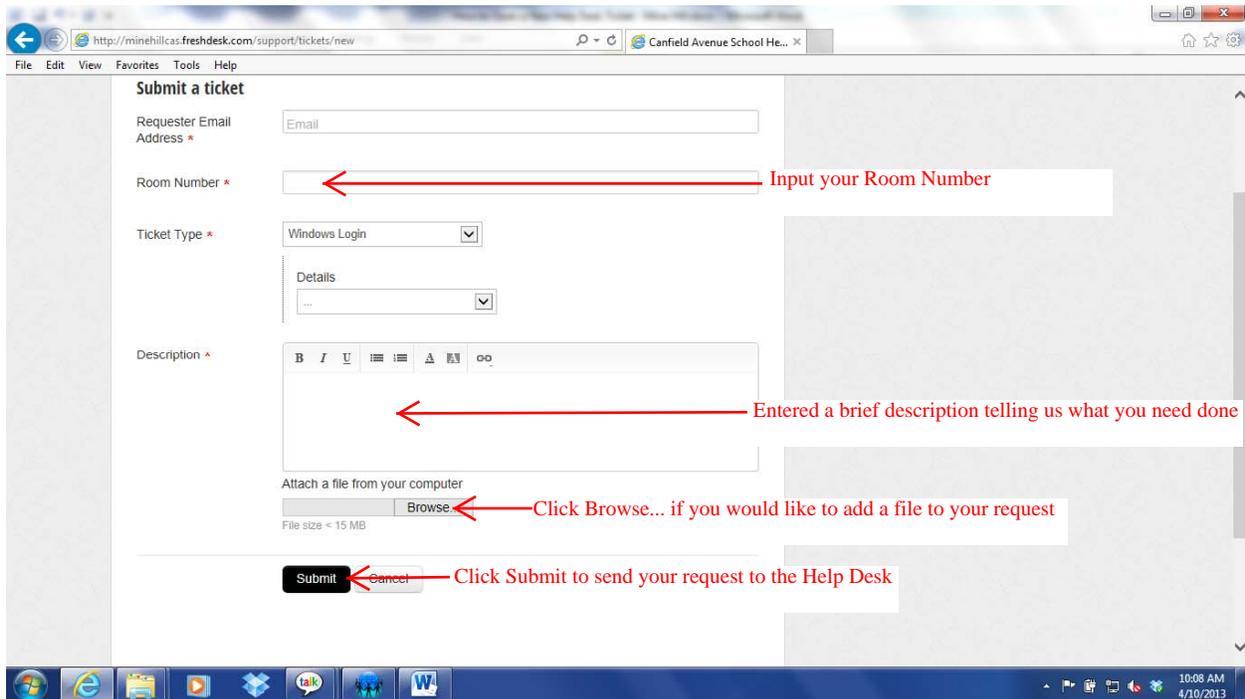
- Windows Login
- Hardware Malfunction
- Software Issue
- Website Issue
- Network Connection
- Shared Folders
- OnCourse Systems
- EdSoft
- K12 Email
- Virus
- Other

A red arrow points from a white box containing the text "Select a Ticket Type that best describes your problem" to the dropdown list. The rest of the form and the browser window are identical to the previous screenshot.

- 5) Certain Ticket Type dropdown selections allow the user to select more details regarding the issue.



- 6) Fill out the rest of the form by inputting your Room Number and a brief description of the issue. If you have a screen shot of the problem, you may select Browse... and select the file to attach.



- 7) Once filling out the form completely, hit Submit.
- 8) A technician will contact you within 48 hours to let you know your ticket has been received and give you an estimated time frame if we are unable to work on your ticket right away.
- 9) Please do not submit a ticket more than once. Doing so will cause issues with scheduling and it may take longer to get to your ticket if there are multiple in the help desk schedule.