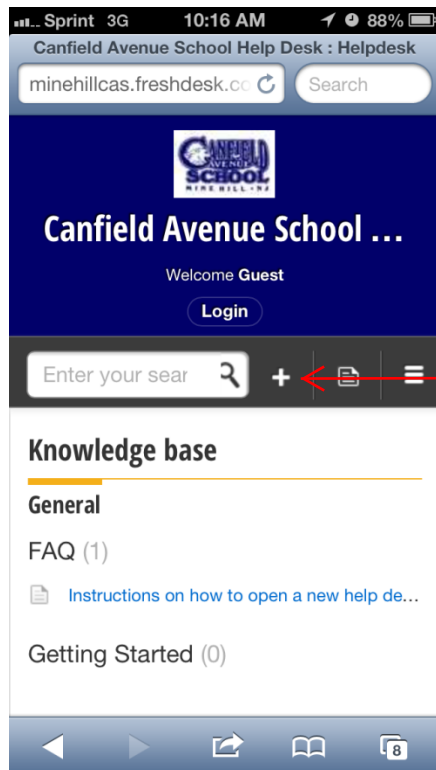


How to Use the New Help Desk Ticketing System Using Mobile Device

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



Click Here to Open a New Ticket

3) Fill out the form below.

Submit a ticket

Requester Email Address *

Email ← Enter Your School Email Address

Room Number *

Ticket Type *

...

Description *

Attach a file from your computer

Choose File no file selected

File size < 15 MB

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

Room Number *

Ticket Type *

...

Description *

Previous Next Done

✓ ...

Windows Login ← Select a Ticket Type that best describes your problem

Hardware Malfunction

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

Sprint 3G 10:16 AM 88%

Ticket Type *

Windows Login

Details

...

Description *

Previous Next Done

✓ ...

Username or Password Reset

New Account

← Select Details to the Ticket Type to narrow down your 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.

The screenshot shows a mobile app interface for submitting a request. The status bar at the top indicates 'Sprint 3G', '10:17 AM', and '88%' battery. The form has the following sections:

- Room Number ***: A text input field with a red arrow pointing to it and the instruction 'Input your Room Number'.
- Ticket Type ***: A dropdown menu with a red arrow pointing to it.
- Description ***: A large text area with a red arrow pointing to it and the instruction 'Enter a brief description telling us what you need done'.
- Attach a file from your computer**: A section with a 'Choose File' button (with a red arrow pointing to it and the instruction 'Click Choose File if you would like to add a file to your request') and a note 'File size < 15 MB'.
- Submit/Cancel**: Two buttons at the bottom. A red arrow points to the 'Submit' button with the instruction 'Click Submit to send your request to the Help Desk'.

The bottom of the screen shows a mobile navigation bar with icons for back, forward, share, book, and a tab labeled '8'.

- 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.