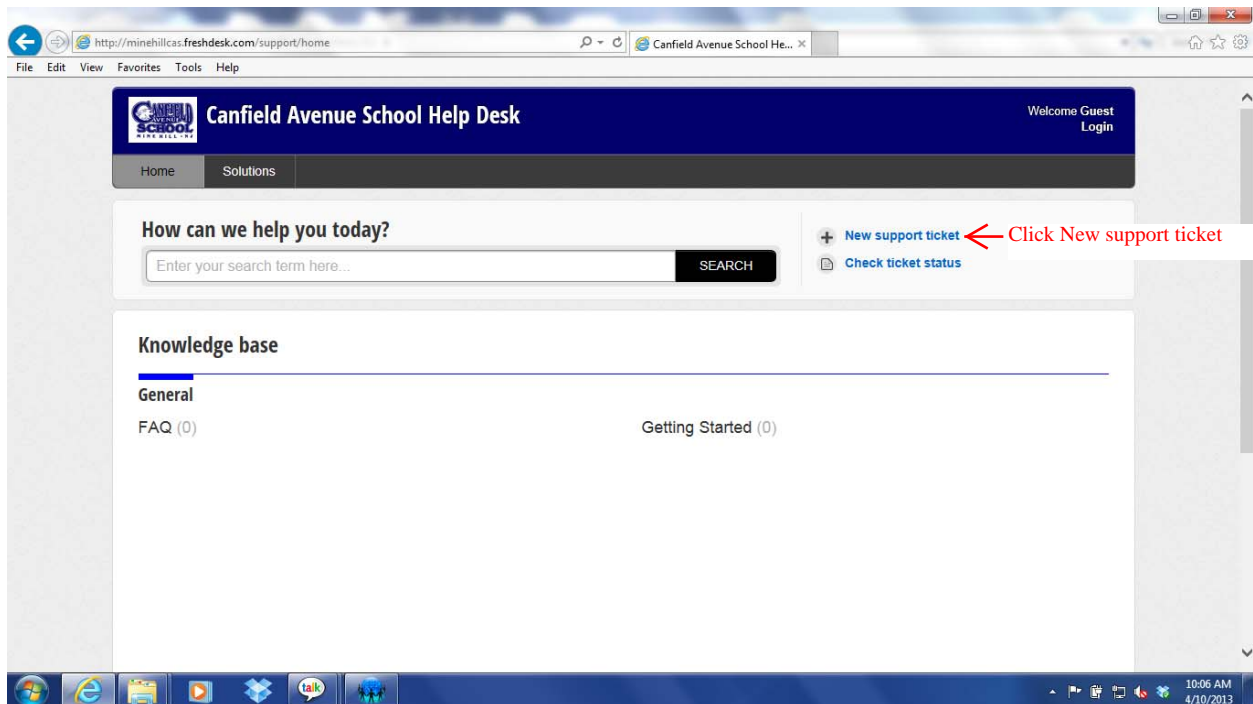


# How to Use the New Help Desk Ticketing System

- 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". The form is titled "Submit a ticket" and includes the following fields:

- Requester Email Address \***: A text input field with a red arrow pointing to it and a callout box saying "Enter Your School Email Address".
- Room Number \***: A text input field.
- Ticket Type \***: A dropdown menu.
- Description \***: A text area with a rich text editor toolbar.
- Attach a file from your computer**: A "Browse..." button.
- File size < 15 MB**: A label.
- Submit** and **Cancel** buttons at the bottom.

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 is similar to the previous one, but the "Ticket Type" dropdown menu is open, showing a list of options:

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

A red arrow points to the dropdown menu with a callout box saying "Select a Ticket Type that best describes your problem". The rest of the form and the Windows taskbar (showing 10:07 AM on 4/10/2013) are the same as in the previous screenshot.

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

Canfield Avenue School Help Desk

Welcome Guest Login

Home Solutions

**Submit a ticket**

Requester Email Address \*

Room Number \*

Ticket Type \* Windows Login

Details

- Username or Password Reset
- New Account

Description \*

Attach a file from your computer

10:07 AM 4/10/2013

- 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.

Canfield Avenue School Help Desk

Welcome Guest Login

Home Solutions

**Submit a ticket**

Requester Email Address \*

Room Number \*

Ticket Type \* Windows Login

Details

...

Description \*

Attach a file from your computer

File size < 15 MB

10:08 AM 4/10/2013

- 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.