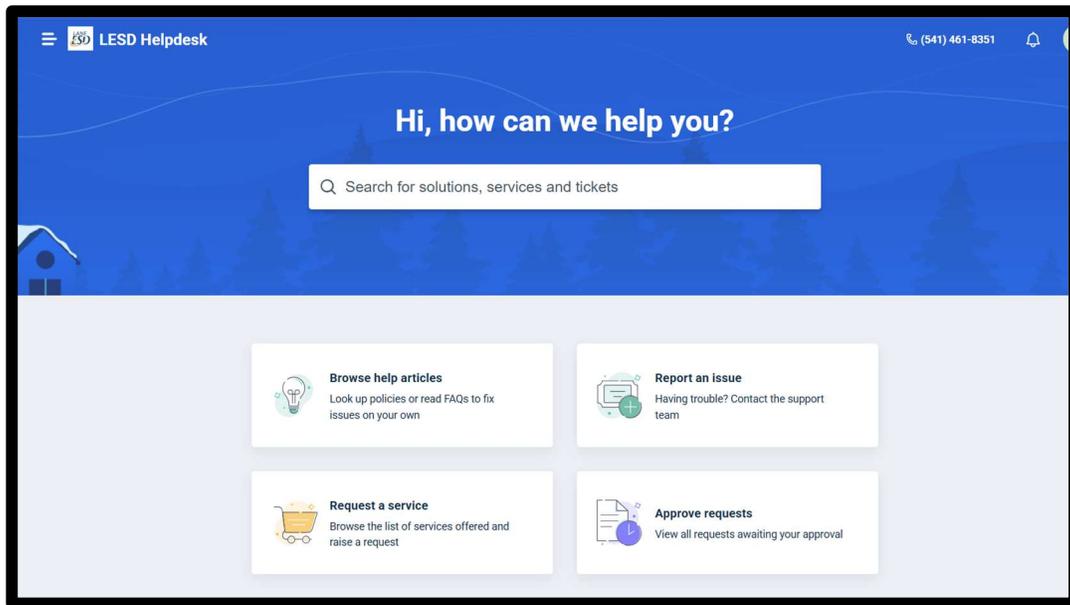


LESD Helpdesk

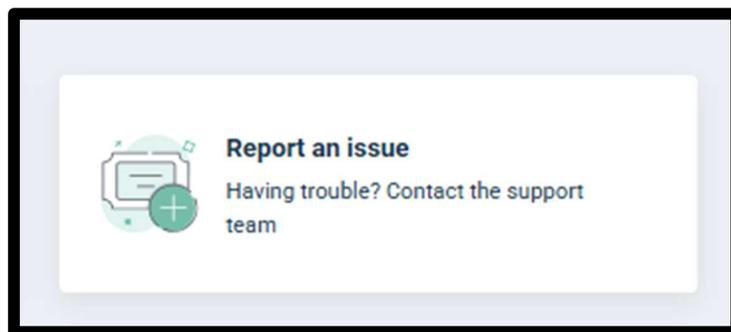
All Lane ESD staff members now have access to an account in Technology Services' ticketing system. This account allows staff members to find solutions to common questions, report issues, request services, and track their own tickets.

LESD Helpdesk can be accessed at <https://helpdesk.lesd.k12.or.us/> and requires your ESD email account to log in.



Report an Issue

This is where you would report a problem or an issue.



Clicking on the card opens a form.

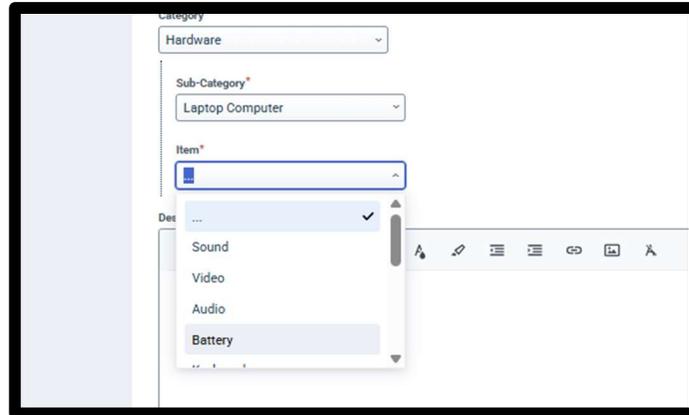
Fill out the form with all the details of your issue. The more information you can give us the better we will be able to assist you.

The screenshot shows the 'Report an Issue' form in the LESD Helpdesk. The form includes the following fields: Requester* (text input with 'adent@lesd.k12.or.us'), Location* (dropdown menu), Office, Room, or Cubicle # (text input), Subject* (text input), and Category* (dropdown menu). Below these is a rich text editor for the Description* with a toolbar containing icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, undo, redo, link, unlink, and image. At the bottom, there are links for 'Attach a file (File size < 40 MB)' and 'Associate Assets'. 'Cancel' and 'Submit' buttons are located at the bottom right. On the right side of the page, there is a sidebar with a magnifying glass icon and the text: 'Looking to solve your issue quickly? Add more details to the subject to see relevant articles right here.'

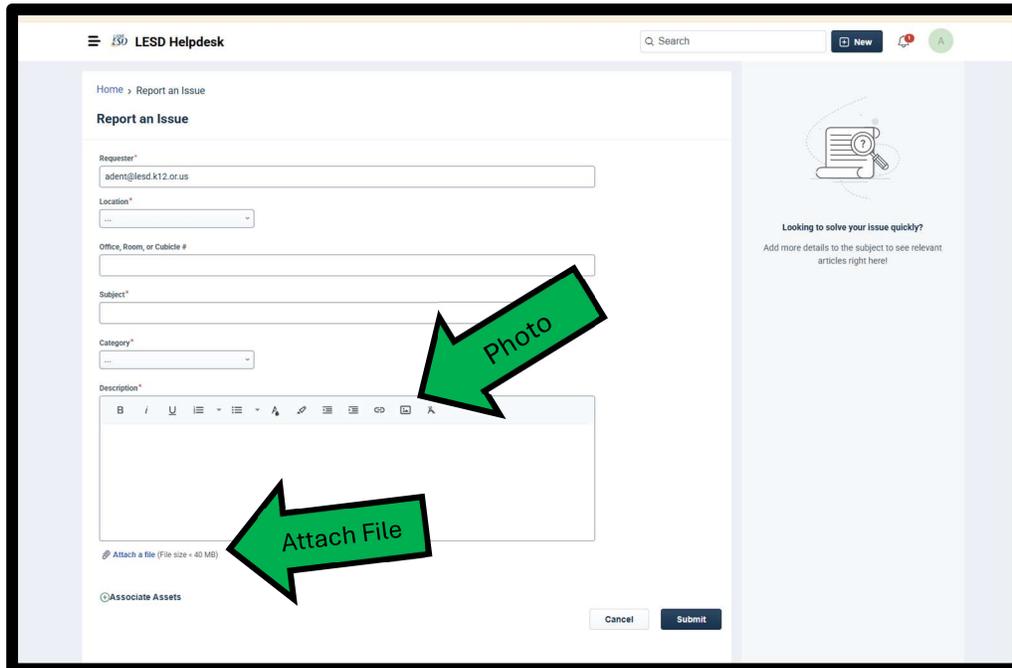
Use the drilldowns to provide more details.

This close-up shows the 'Category*' dropdown menu. The 'Hardware' option is selected and highlighted in blue. Other visible options include 'Systems & Software', 'Email and Calendar', 'Accounts and Access', 'Audio Visual', and 'Communications'. A checkmark is visible next to the 'Hardware' option.

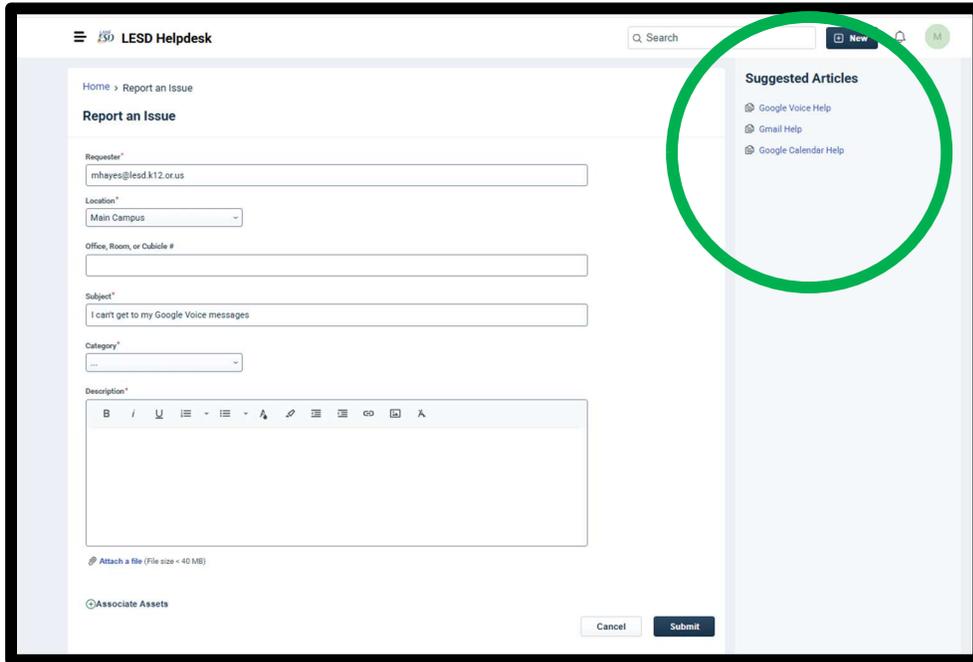
This close-up shows the 'Sub-Category*' dropdown menu. The 'Laptop Computer' option is selected and highlighted in blue. Other visible options include 'Desktop', 'Docking Station', and 'Docking Station: Firmware Update'. A checkmark is visible next to the 'Laptop Computer' option.



If you think it would help the agent to solve the issue you can insert a photograph in the description section or attach a file to the ticket:

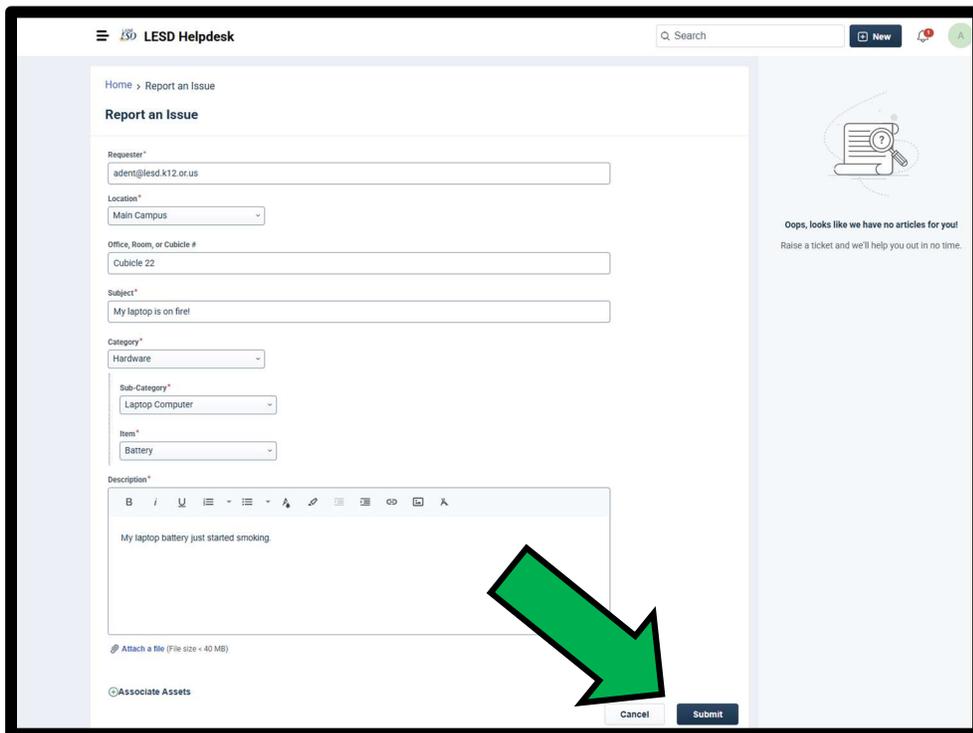


While you are completing the form, the system will search for approved articles or websites that relate to the issue you are describing. You can click on these and see if they help you to solve your issue without having to submit a ticket:



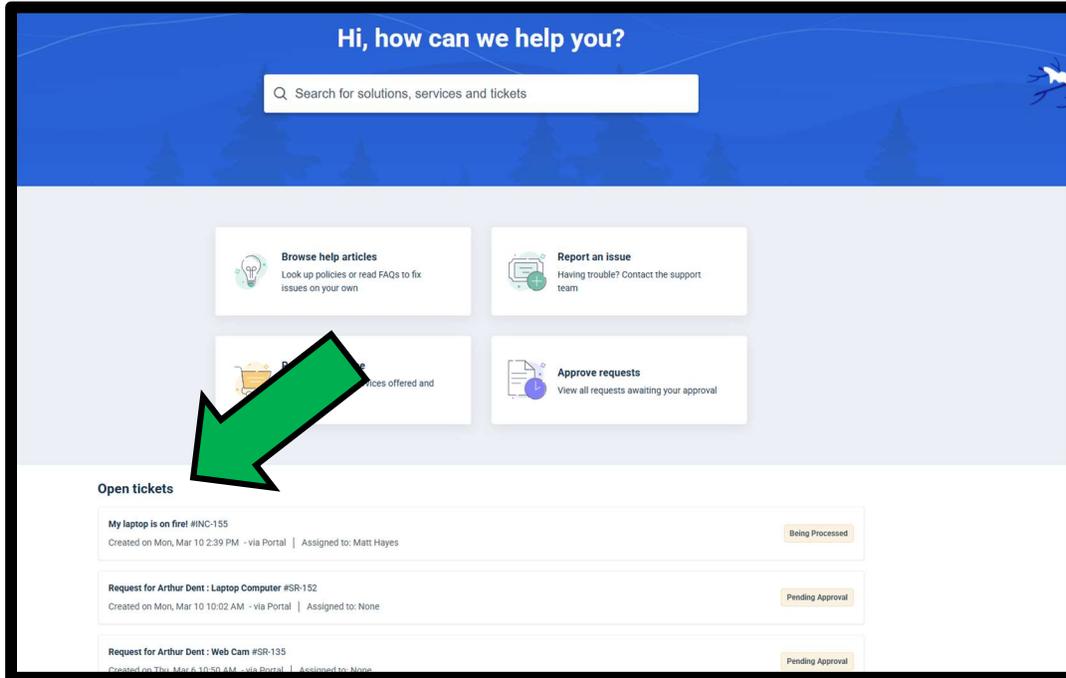
The screenshot shows the 'Report an Issue' form in the LESD Helpdesk. The form fields are: Requester (mhayes@lesd.k12.or.us), Location (Main Campus), Office, Room, or Cubicle #, Subject (I can't get to my Google Voice messages), Category, and Description. A sidebar on the right titled 'Suggested Articles' is circled in green and contains three links: Google Voice Help, Gmail Help, and Google Calendar Help. At the bottom of the form are 'Cancel' and 'Submit' buttons.

When the form is completed click **submit**

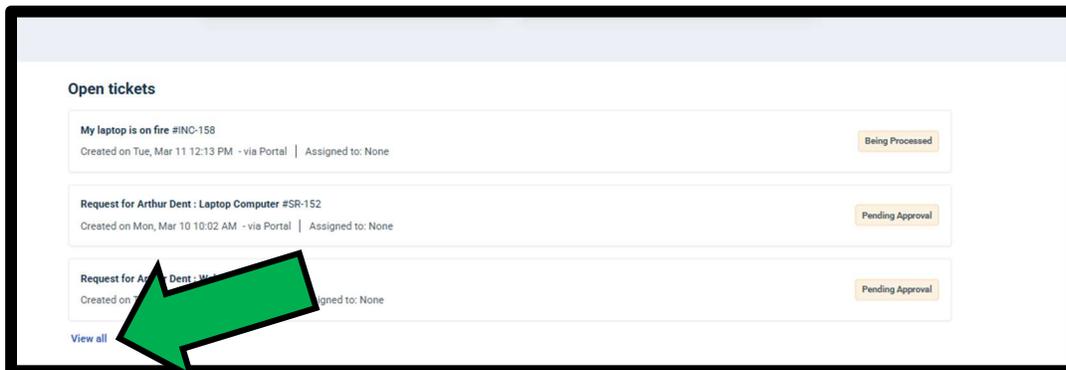


The screenshot shows the 'Report an Issue' form after completion. The form fields are: Requester (adent@lesd.k12.or.us), Location (Main Campus), Office, Room, or Cubicle # (Cubicle 22), Subject (My laptop is on fire!), Category (Hardware), Sub-Category (Laptop Computer), and Item (Battery). The Description field contains the text 'My laptop battery just started smoking.' A green arrow points to the 'Submit' button at the bottom right. On the right sidebar, there is a message: 'Oops, looks like we have no articles for you. Raise a ticket and we'll help you out in no time.' At the bottom of the form are 'Cancel' and 'Submit' buttons.

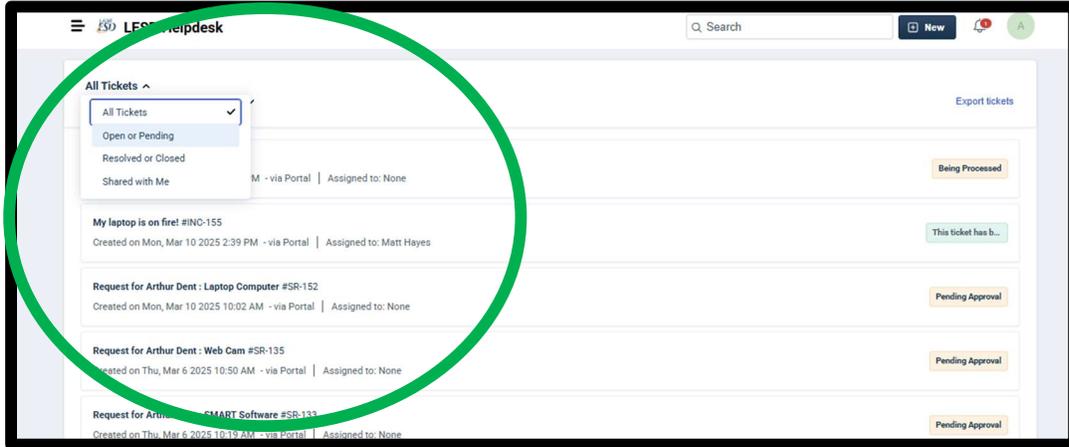
Once your ticket has been submitted you will be able to see it listed on the front page. Changes to a ticket will be emailed to you, but you can also track a ticket in LESD Helpdesk using the Open Tickets list at the bottom of the front page.



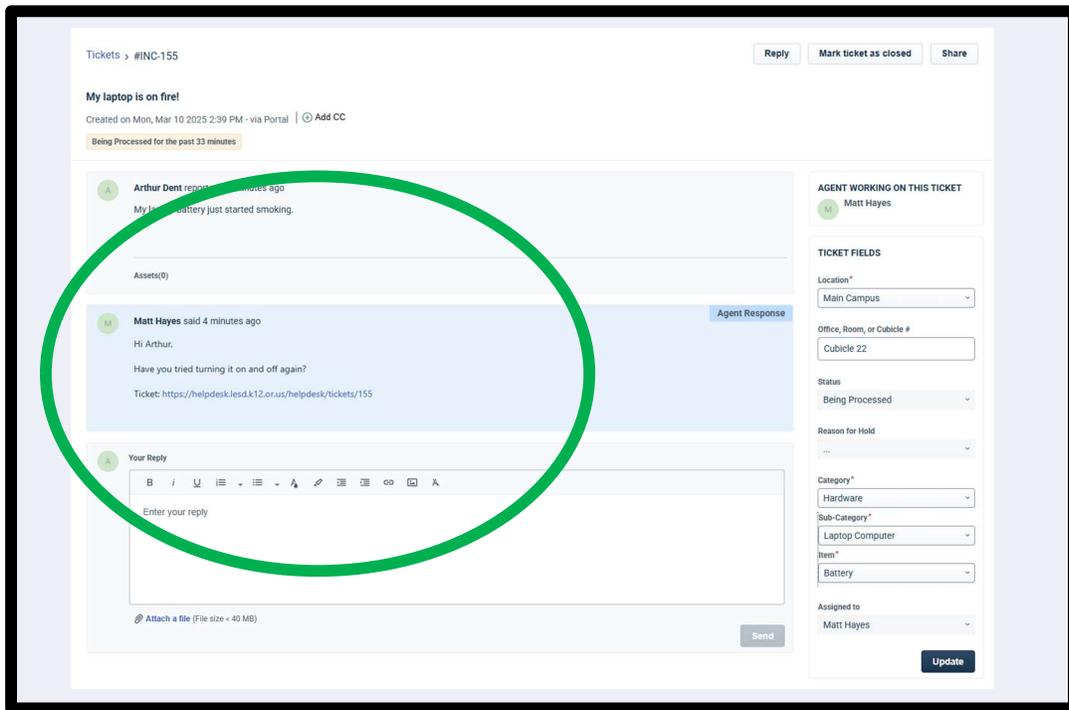
Only your three most recent tickets will show on the front page of the Helpdesk, but you can find all your tickets by clicking on **“view all”** at the bottom of the open ticket list:



This opens a list of all your tickets which you can filter using the **dropdown menu** on the left-hand side:

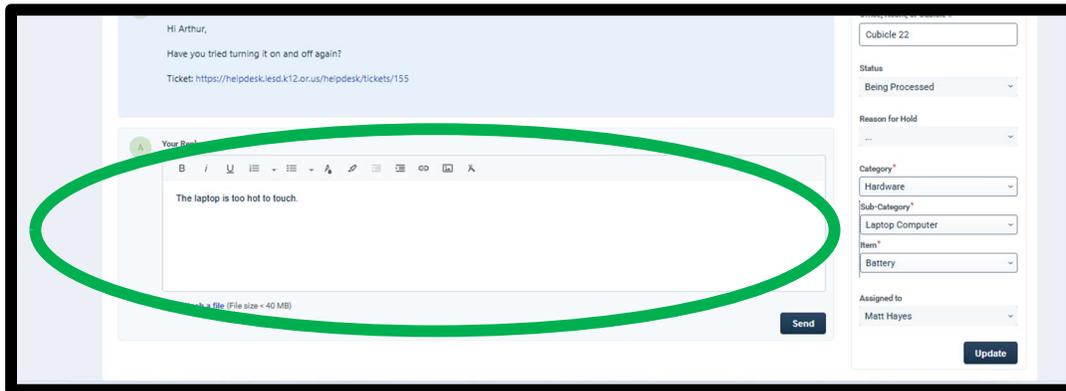


Clicking on a ticket in the list allows you to see the latest updates on the ticket:



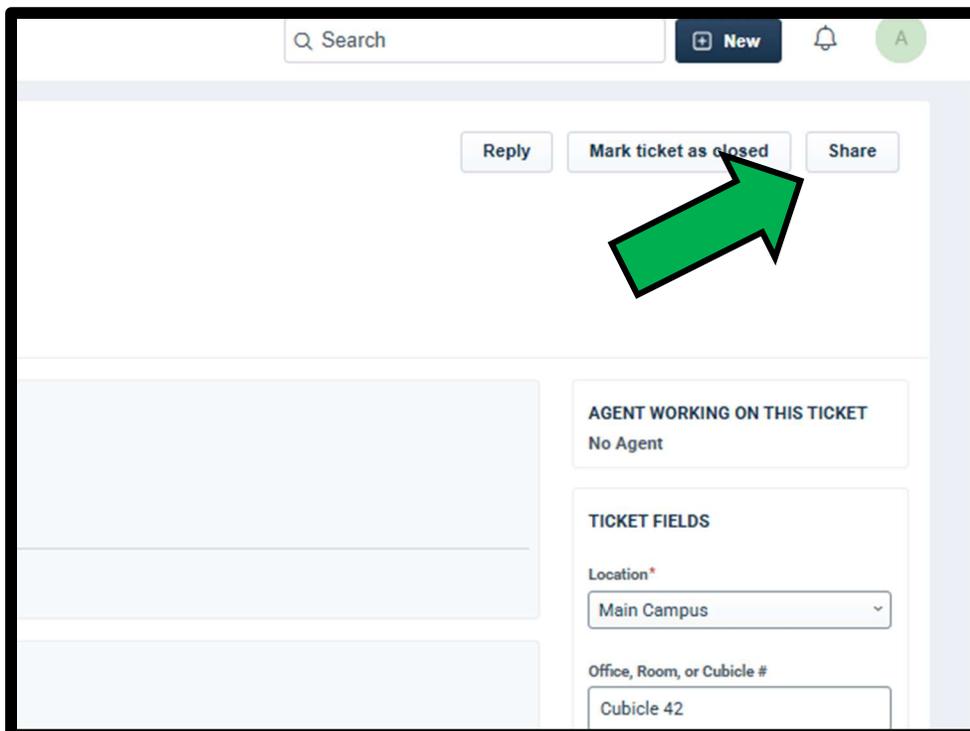
You will be able to see the agent assigned to the ticket and the “current status” of your ticket.

You can also reply to questions from the agent here:

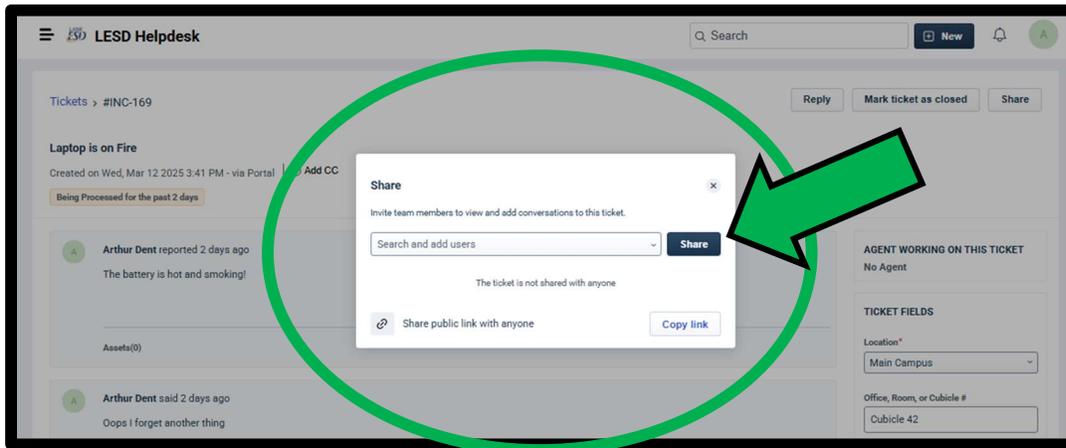


This section also allows you to share a ticket with another Lane ESD employee, such as your supervisor or a colleague.

Simply click on the **Share** button in the top right corner:



Then select their name from the dropdown menu that pops up and press **share**:



If you decide that you no longer need the help you requested, you can cancel the ticket on this page by clicking on the **“Mark ticket as closed”** button:

