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 <u>https://helpdesk.lesd.k12.or.us/</u> 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.

≡ ﷺ LESD Helpdesk	Q Search	🗈 New 🧔 🔺
Home > Report an Issue Report an Issue		
Requester* adem@lead.k12.or.us Location*]	
Office, Room, or Cualide #]	Looking to solve your issue quickly? Add more details to the subject to see relevant articles right here!
Skäper*]	
B / Ų ⊨ - ≔ - ∧		
∂ Attach a Bie (Fis size < 40 MB)		
©Associate Assets	Cancel Submit	

Use the drilldowns to provide more details.

Ha	rdware		^						
н	lardware	~ '	•						
S	ystems & Software		-]					
E	mail and Calendar								
A	ccounts and Access								
A	udio Visual		*	A.	1				Ð
C	ommunications	,							
Cate	gory*								
Cate	gory* rdware	¥							
Cate	gory* rdware Sub-Category*	~							
Cate	gory" rdware Sub-Category" Laptop Computer	~							
Cate Ha	gory* rdware Sub-Category* Laptop Computer 	~							
Cate Ha	gory* Irdware Sub-Category* Laptop Computer Desktop	~ ^							
Cate Ha	gory* rdware iub-Category* Laptop Computer Desktop Laptop Computer ✓	v A							
Cate Ha	gory* rdware tab-Category* Laptop Computer Laptop Computer Captop Computer	× ^	A.	Ð	liil	lii	69	i	Ä

≘⊝	li à
	Ē 69

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:

≡ ﷺ LESD Helpdesk	Q Search	🕀 New 🧔 🧔
Home > Report an Issue		
Report an Issue		
Requester"		
adent@lesd.k12.or.us		
Location*		
Office. Room or Cubicle #		Looking to solve your issue quickly?
		articles right here!
Subject*		
	010	
Category*	phot	
Description*		
iursch File		
Attach a file (File size < 40 MB)		
⊙Associate Assets	Cancel Submit	
	Galleer	

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:

	Q Search	
Home > Report an issue		Suggested Articles
Report an Issue		Google Voice Help Gmail Help
Requester"		Google Calendar Help
mhayes@lesd.k12.or.us		
Location*		
Main Campus ~		
Office, Room, or Cubicle #		
Subject*		
I can't get to my Google Voice messages		
Category*		
×		
Description*		
# Attach a file (File size < 40 MB)		
(+)Associate Assets		
	Cancel Submit	

When the form is completed click **submit**

≡ 💯 LESD Helpdesk	Q Search	🗈 New 🧔 🧔
Home > Report an Issue Report an Issue		
Requester* adent@lead.k12.or.us Location* Main Campus ~		Doos looks like we have no articles for well
Office, Room, or Cubicle # Cubicle 22		Raise a ticket and we'll help you out in no time.
subject* My laptop is on fire!		
calegoy" Hardware - Sub-Calegoy" Laptop Computer - Item" Battery - Description"		
B i U IE + IE + A Ø I I O F A My laptop ballery just started smoking.		
# Attach a file ('lis size + 40 MB)		
⊙Associate Assets	Cancel Submit	

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.

Image: Search for solutions, services and lickets		Hi, how ca	n we help you?	
From the help articles Lock up policies or read AQS to fix Lock up policies or read AQS to fix Lisurg to colder Contact the support Lock up policies or read AQS to fix Lisurg to colder Contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies or fired and Lisurg to contact the support Lock up policies of fired and Lisurg to contact the support Lock up policies of fired and Lisurg to contact the support Lock up policies of fired and Lisurg to contact the support Lock up policies of fired and Lisurg to contact to conta		Q Search for solutions, services	s and tickets	
Forwase help articles Los due policies or read FAQs to fix Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies or read FAQs to fix Lisues on your own Los due policies on firet HIN-1155 Lisues on your own	4	A-L-		
Open tickets Writesteps is on firet #INC-155		Browse help articles Look up policies or read FAQs to fix issues on your own	Report an issue Hawing trouble? Contact the support team	
Open tickets Mr latered is on first #INC-155		tces offered and	Approve requests View all requests awaiting your approval	
	Open tickets My laptop is on fire! #INC Created on Mon, Mar 10 2	AC-155 2:39 PM - via Portal Assigned to: Matt Hayes	Bei	ng Processed
Request for Arthur Dent : Laptop Computer #SR-152 Pending Approval Created on Mon, Mar 1010.02 AM - via Portal Assigned to: None Pending Approval	Open tickets My laptop is on fire! #INC Created on Mon, Mar 10 2 Request for Arthur Dent : Created on Mon, Mar 10 1	4C-155 2:239 PM - via Portal Assigned to: Matt Hayes 1: Laptop Computer #SR-152 10:02 AM - via Portal Assigned to: None	Boir	ng Processed

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:

Open tickets	
My laptop is on fire #INC-158 Created on Tue, Mar 11 12:13 PM - via Portal Assigned to: None	Being Processed
Request for Arthur Dent : Laptop Computer #SR-152 Created on Mon, Mar 10 10:02 AM - via Portal Assigned to: None	Pending Approval
Request for April Dent 2004 Created on July I gned to: None	Pending Approval

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

=	Bio LESs weipdesk	Q Search	🗈 New 🧔 🧔
	All Tickets ^		Export tickets
	Open of Pending Resolved or Closed Shared with Me M - via Portal Assigned to: None		Being Processed
	My laptop is on firet ≢INC-155 Created on Mon, Mar 10 2025 2:39 PM - via Portal Assigned to: Matt Hayes		This ticket has b
	Request for Arthur Dent : Laptop Computer #SR-152 Created on Mon, Mar 10 2025 10:02 AM - via Portal Assigned to: None		Pending Approval
	Request for Arthur Dent : Web Cam #SR-135 Neared on Thu, Mar 6 2025 10:50 AM - via Portal Assigned to: None		Pending Approval
	Request for Arts		Pending Approval

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

ly laptop is on fire!	
eated on Mon, Mar 10 2025 2:39 PM - via Portal 🕣 Add CC	
Being Processed for the past 33 minutes	
Arthur Dent report exercising My instructive structure smoking.	AGENT WORKING ON THIS TICKET
	TICKET FIELDS
Assets(0)	Location*
	Main Campus ~
Matt Hayes said 4 minutes ago	Office, Room, or Cubicle #
Hi Arthur,	Cubicle 22
Have you tried turning it on and off again?	
Ticket: https://beindesk.lesd.k12.or.us/beindesk/tickets/155	Status
Here a received the process and and the process and the set of the set	Being Processed ~
	Reason for Hold
Vau Destr	
	Hardware
Enter your reply	Sub-Category*
	Laptop Computer
	Item*
	Battery ~
Attach a file (File size < 40 MB)	Assigned to
	Send Matt Hayes ~

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:

	onise, noong or obside a
Hi Arthur,	Cubicle 22
Have you tried turning it on and off again?	
Telebe bilan (Andreak Jane 147) an an Andreak Biologic (155	Status
TICKEL TICIPS//TIEIpueskiesuk T2.01.03/TIEIpuesk/TICKets/155	Being Processed ~
	Reason for Hold
A Your Beat	
	Category*
	Hardware ~
The laptop is too not to touch.	Sub-Category*
	Laptop Computer ~
	Item*
	Battery
what Bey (Election - 40 MB)	Assigned to
- + and (1979 table < +0 mil)	Matt Hayes ~
	Update

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:

Q Search		+ New	ф А
	Reply	Mark ticket as closed	Share
		AGENT WORKING ON TH No Agent	IS TICKET
		TICKET FIELDS Location* Main Campus	~
		Office, Room, or Cubicle # Cubicle 42	

E BD LESD Helpdesk	Q Search	🕑 New 🗘
Tickets > #INC-169		Reply Mark ticket as closed Share
Laptop is on Fire Created on Wed, Mar 12 2025 3:41 PM - via Portal	acc Share ×	
Being Processed for the past 2 days	Invite team members to view and add conversations to this ticket.	
A Arthur Dent reported 2 days ago The battery is hot and smoking!	Search and add users Share The licket is not shared with anyone	AGENT WORKING ON THIS TICKET No Agent
	Share public link with anyone Copy link	TICKET FIELDS
Assets(0)		Location*
Arthur Dent said 2 days ann		Main Campus

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:

Q Search		+ New	ф A
	Reply	Mark ticket as closed	Share
		AGENT WORKING ON THIS TICKET No Agent	
		TICKET FIELDS Location* Main Campus	
		Office, Room, or Cubicle #	