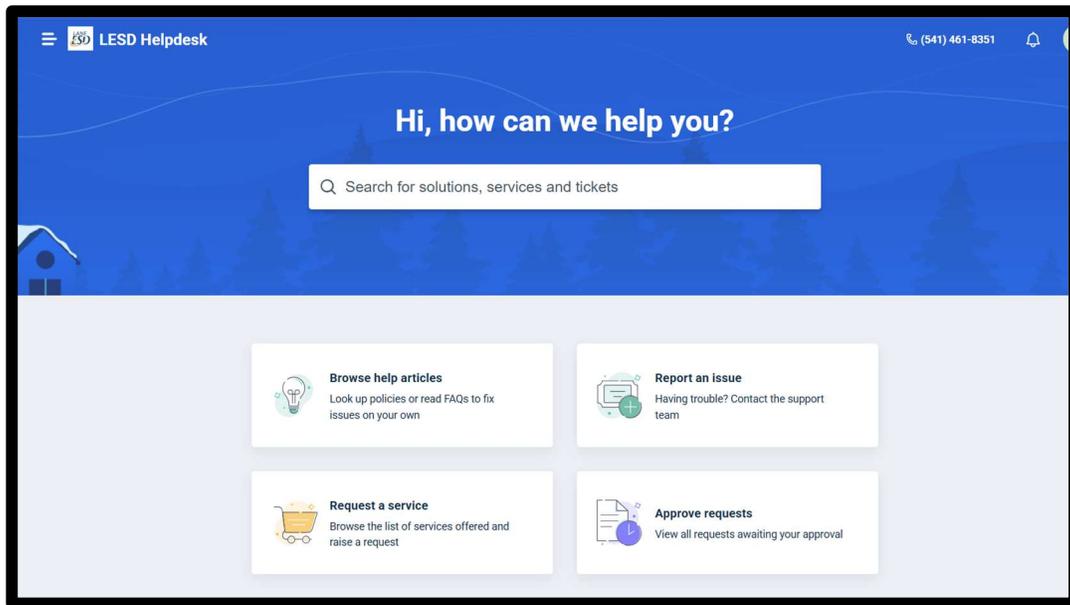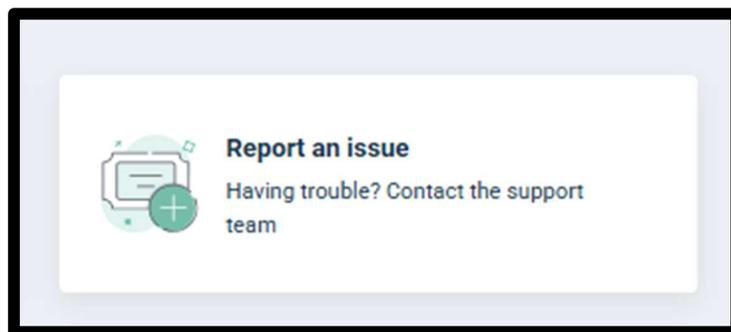**LESD Helpdesk**

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.

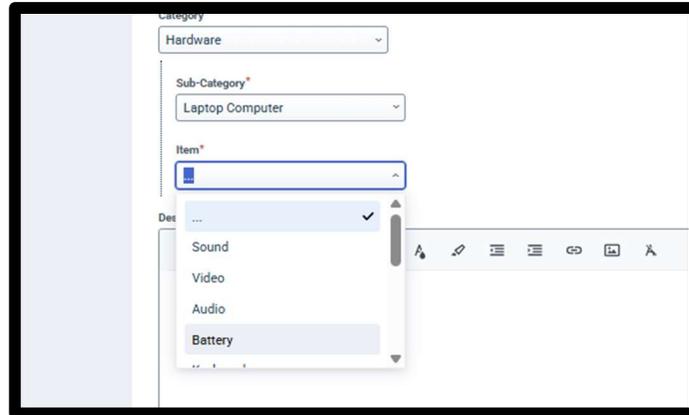
Clicking on the card opens a form.

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.

Use the drilldowns to provide more details.

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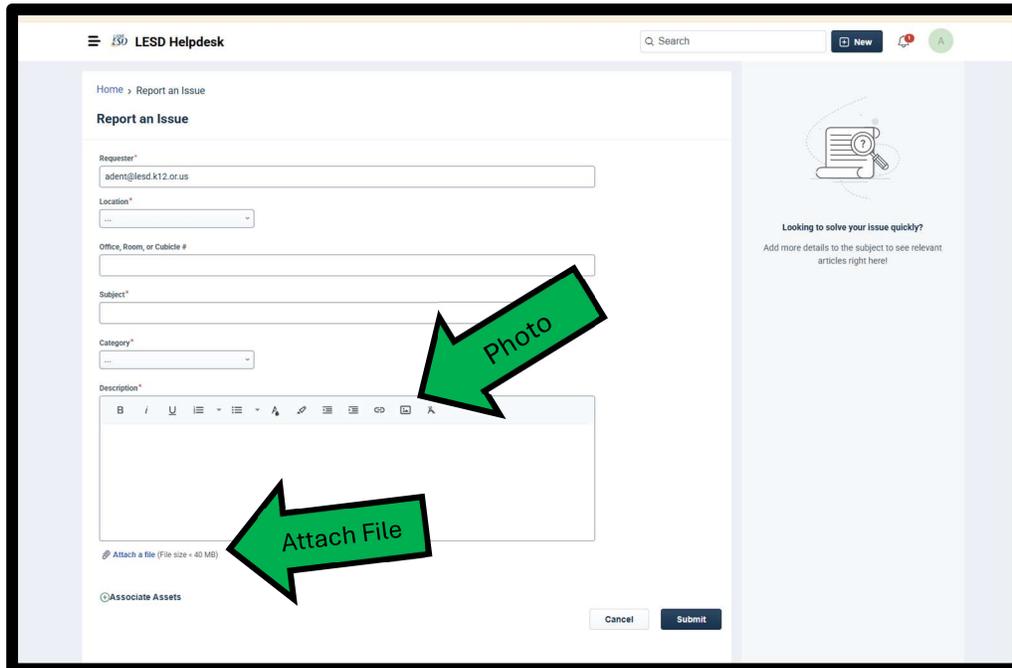
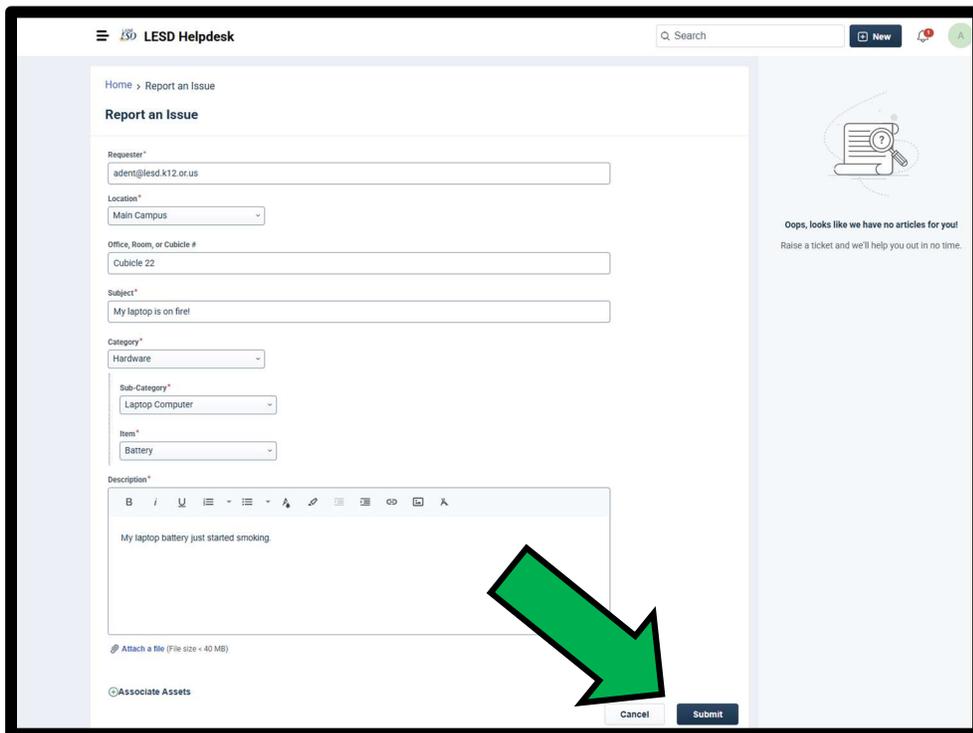While you are completing the form, the system will search for approved articles or websites that relate to the issue you are describing. You can click on these and see if they help you to solve your issue without having to submit a ticket:
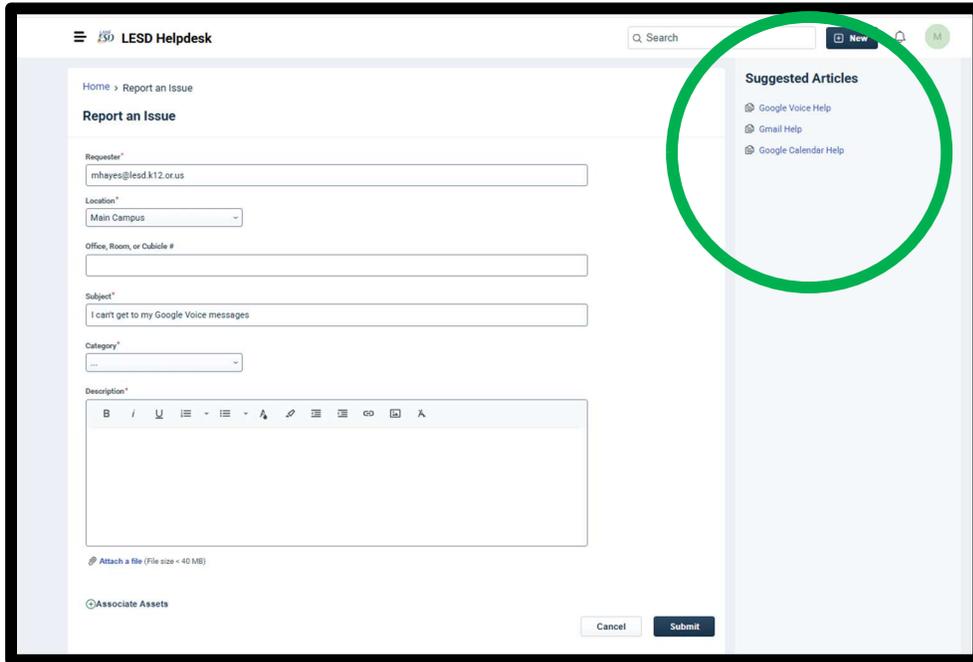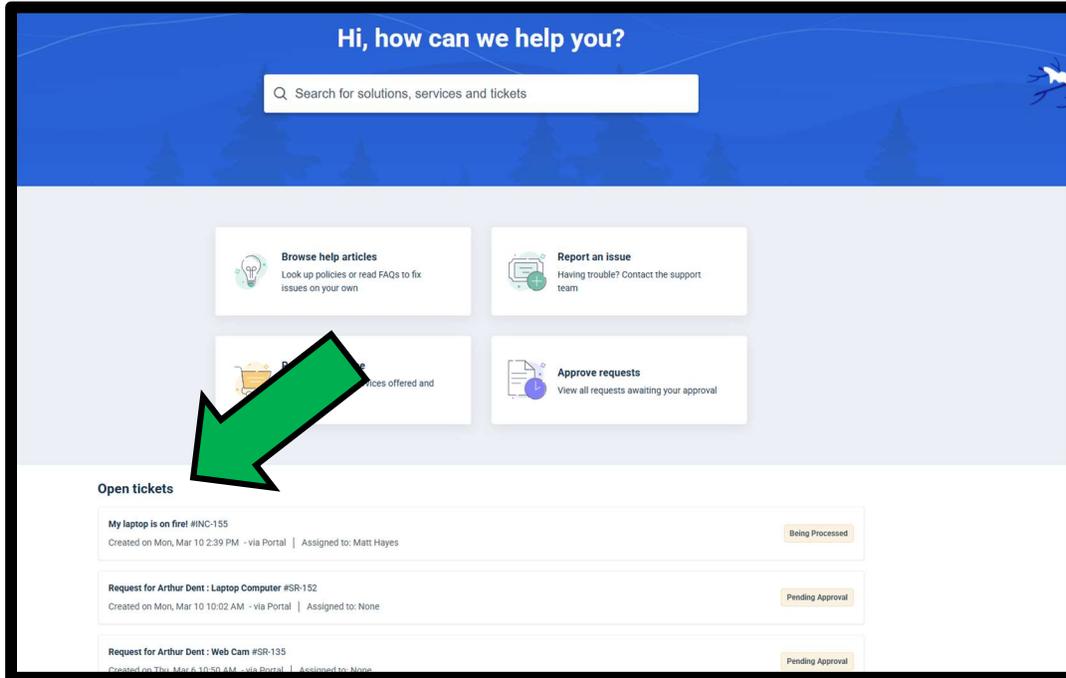

When the form is completed click **submit**

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.

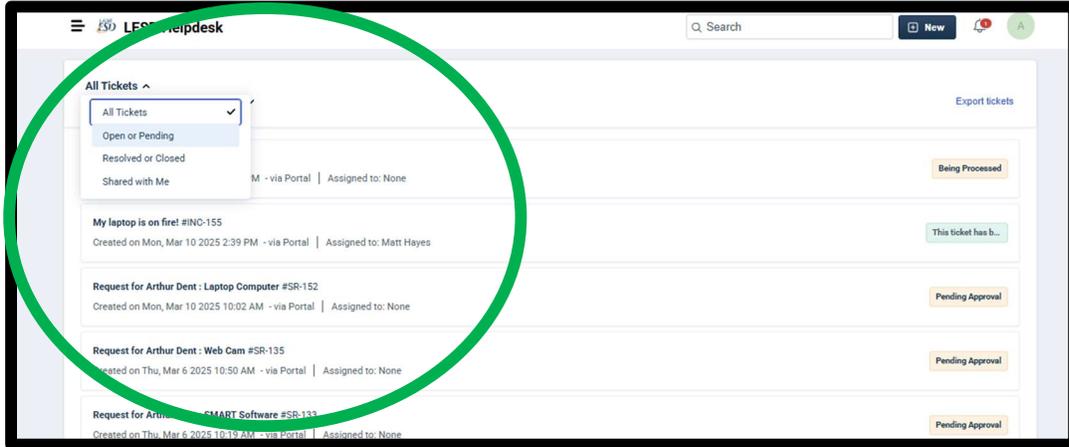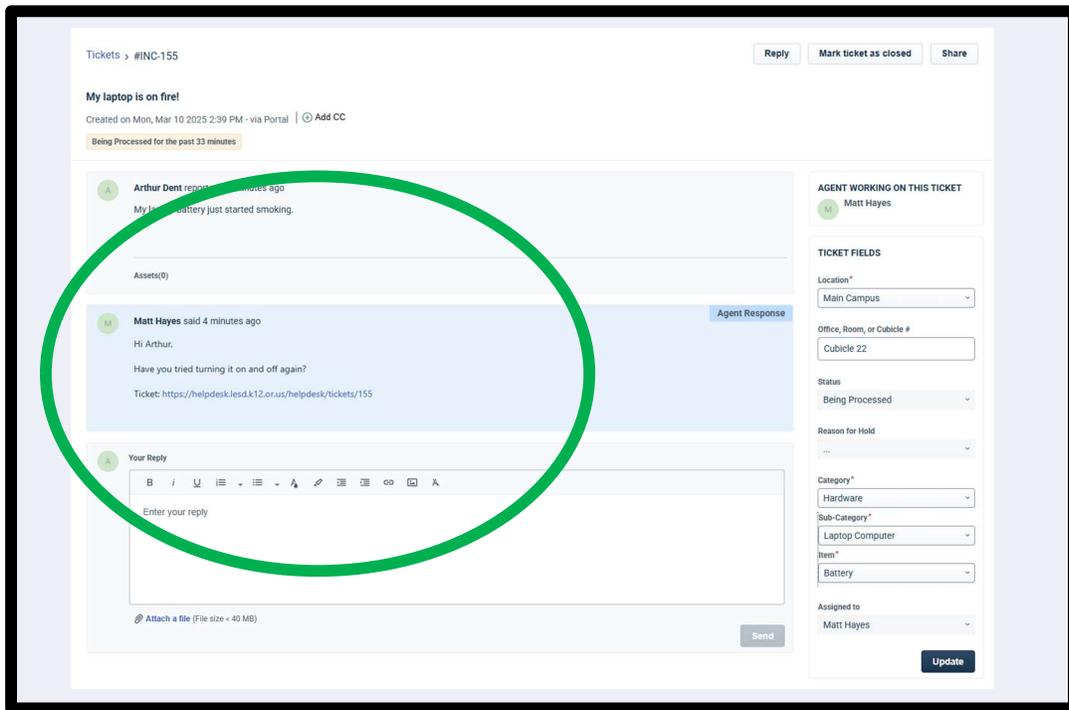Only your three most recent tickets will show on the front page of the Helpdesk, but you can find all your tickets by clicking on **"view all"** at the bottom of the open ticket list:
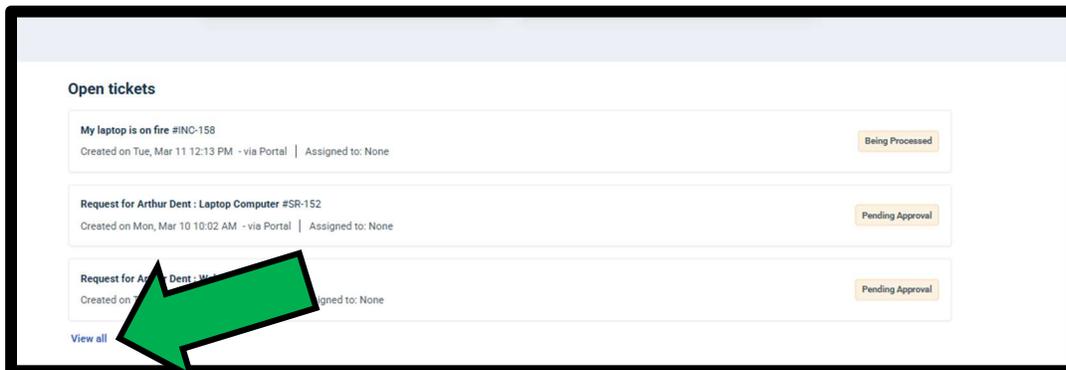
This opens a list of all your tickets which you can filter using the **dropdown menu** on the left-hand side:
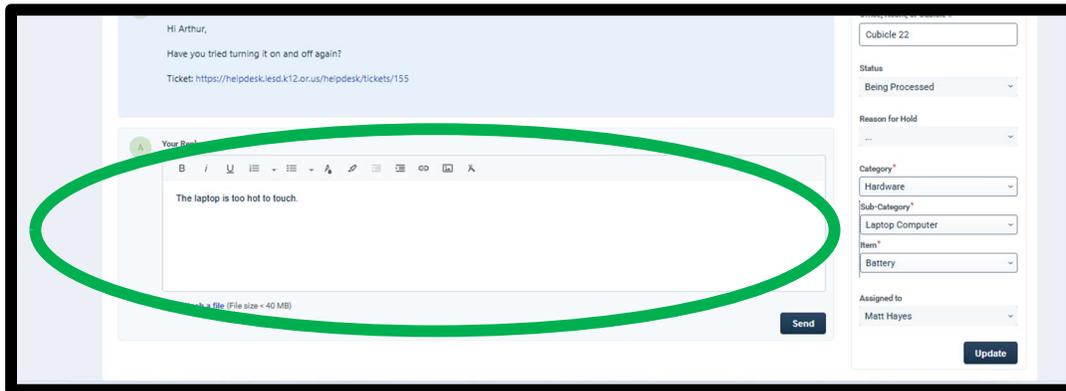

Clicking on a ticket in the list allows you to see the latest updates on the ticket:

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

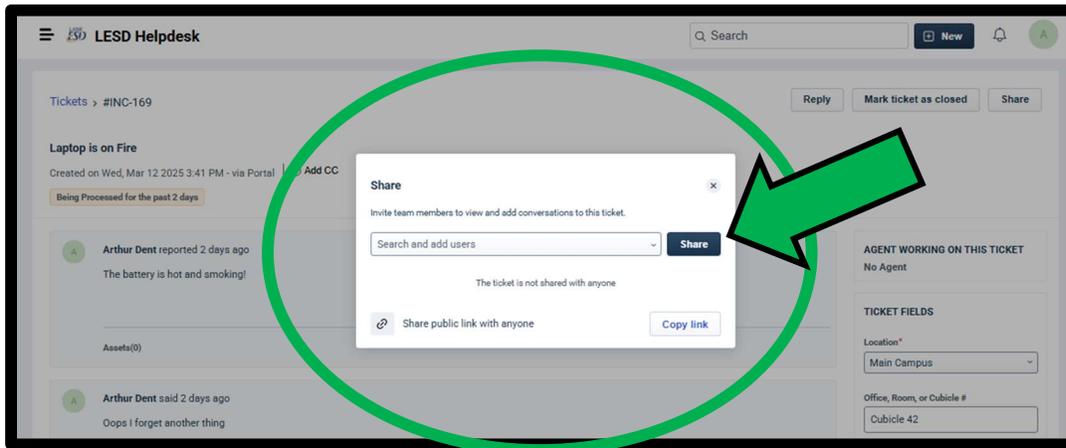You can also reply to questions from the agent here:

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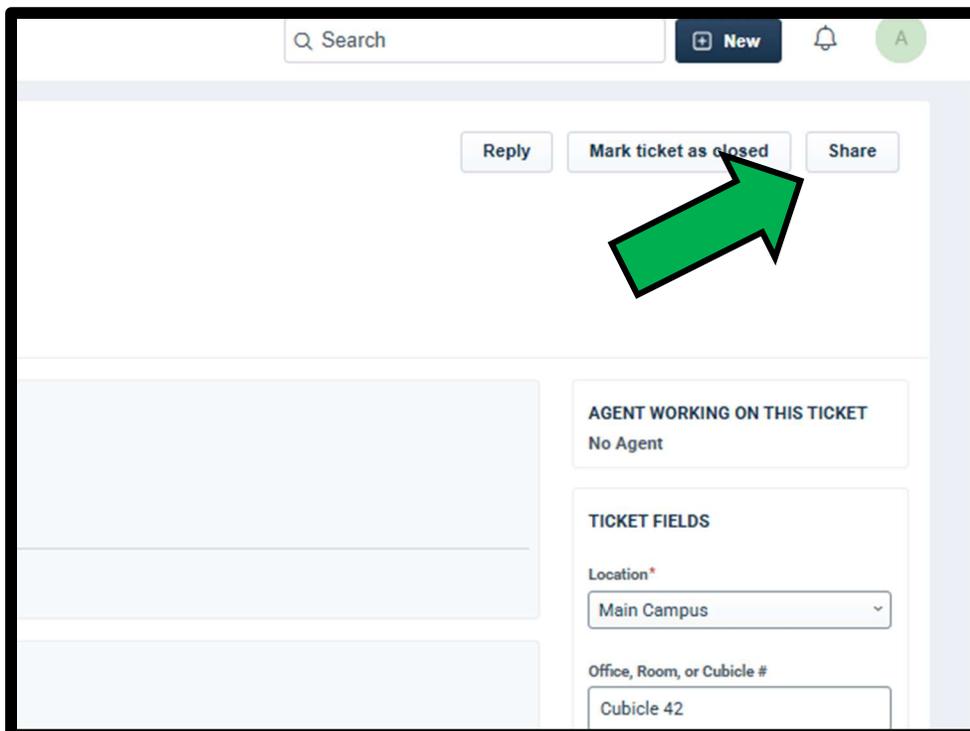
Then select their name from the dropdown menu that pops up and press **share**:

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: