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
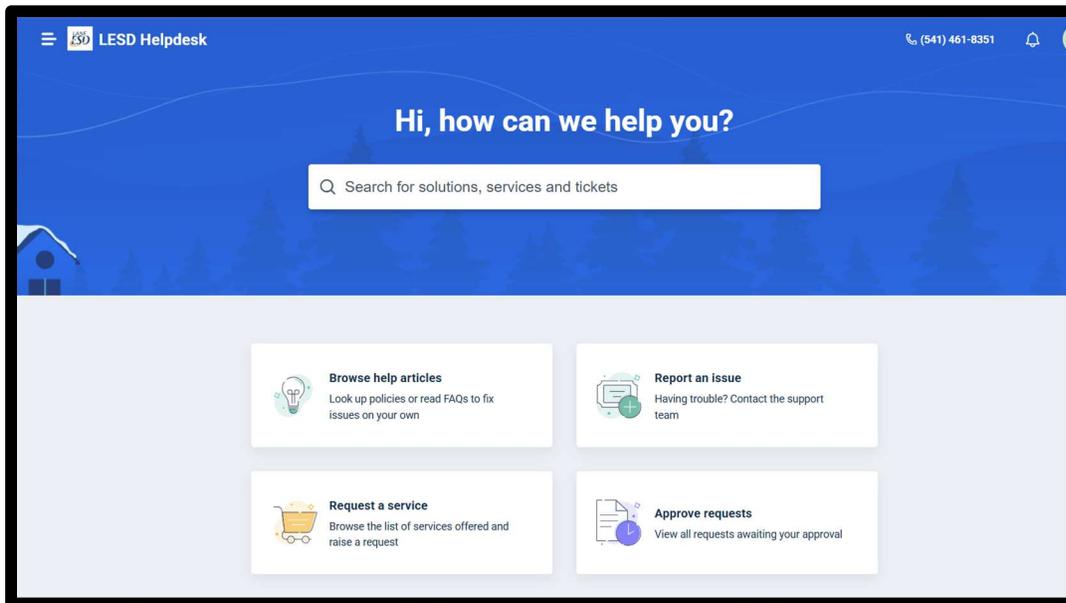
Request a Service

This is a new feature for the ESD and allows staff to request a service or item from a menu.

This is accessed by clicking on the card.
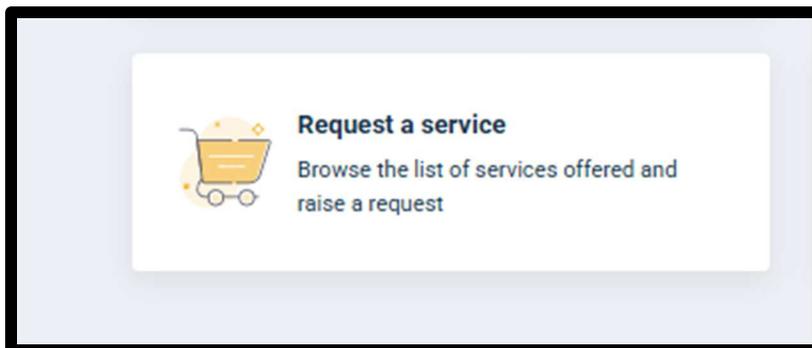
Staff members are provided with a Service Catalog of items and services that the Technology Services provide and support:
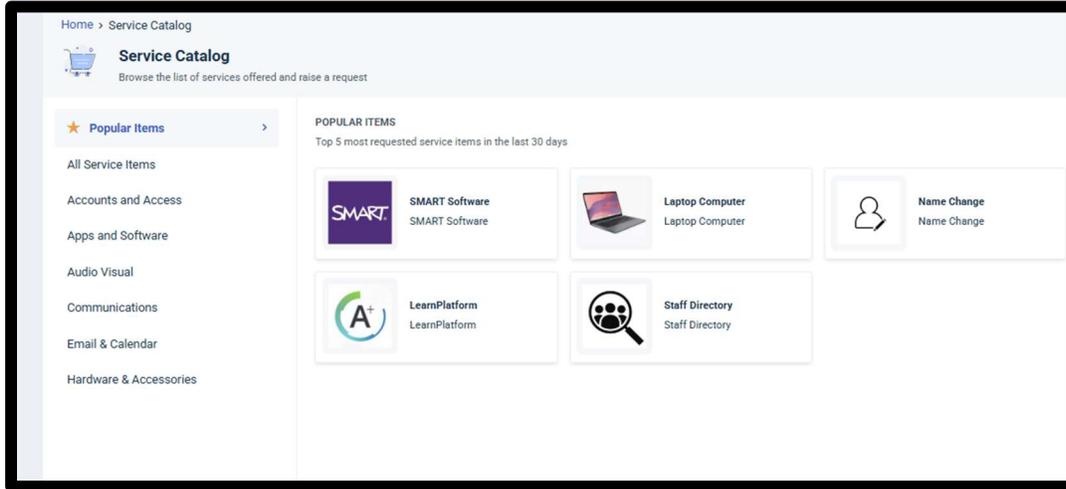
The list can be filtered by service type using the side menu:
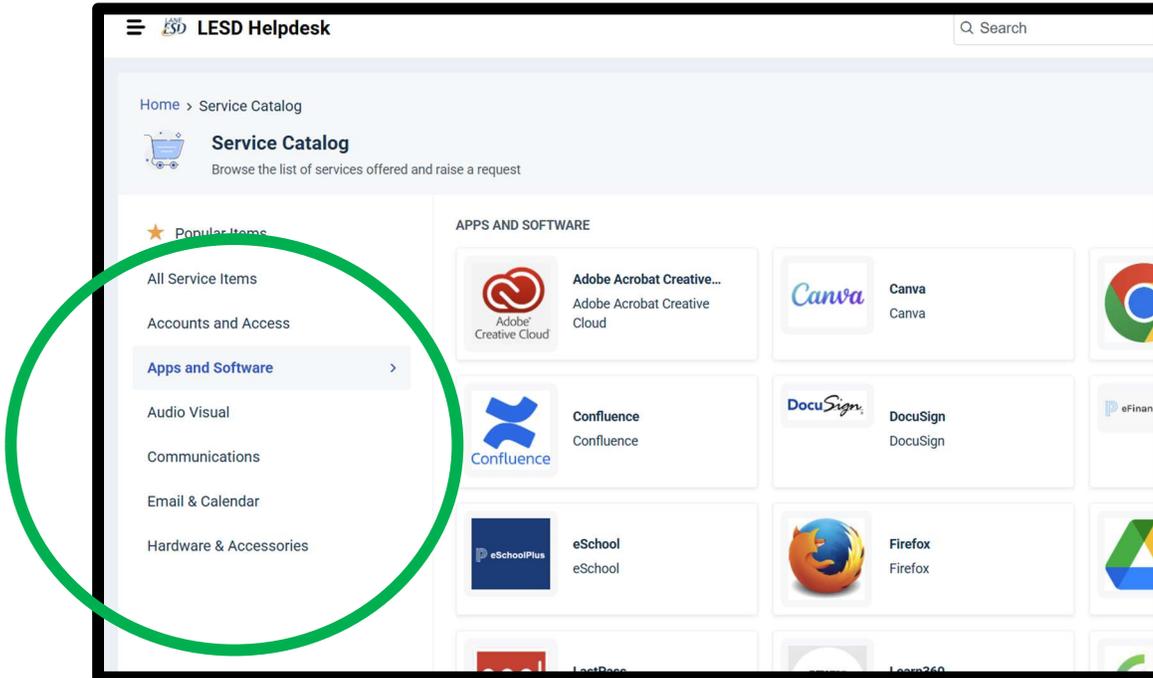
To begin a request, click on the relevant asset card:
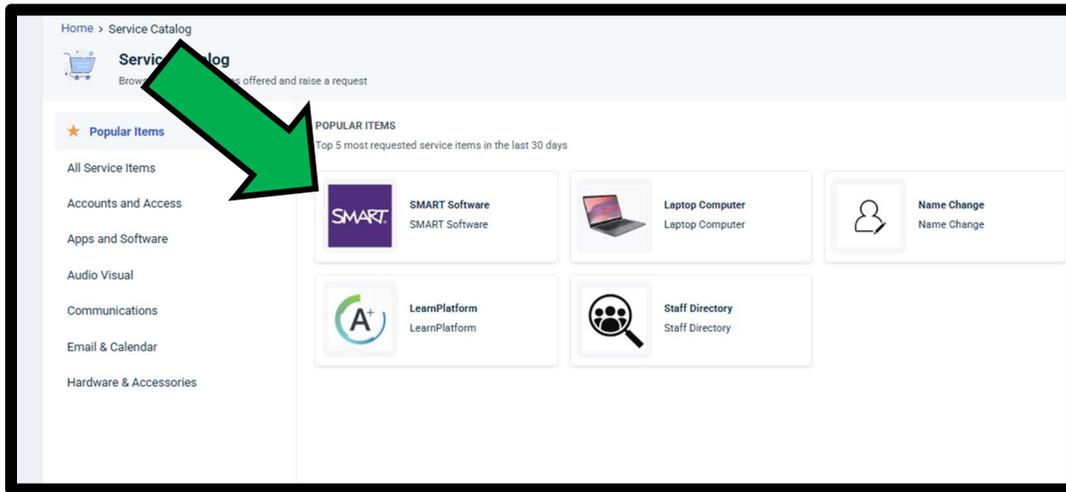
Staff members make the request by completing the request form:

The **Request Type** is selected from the dropdown menu.
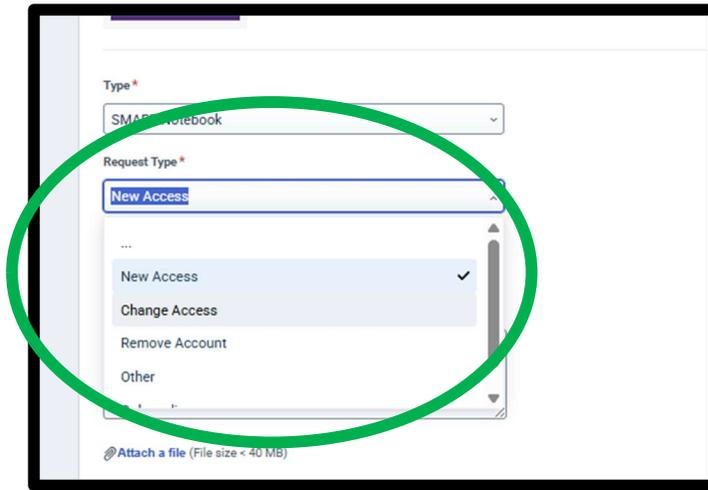
When the form is complete click on **"Place Request"**:
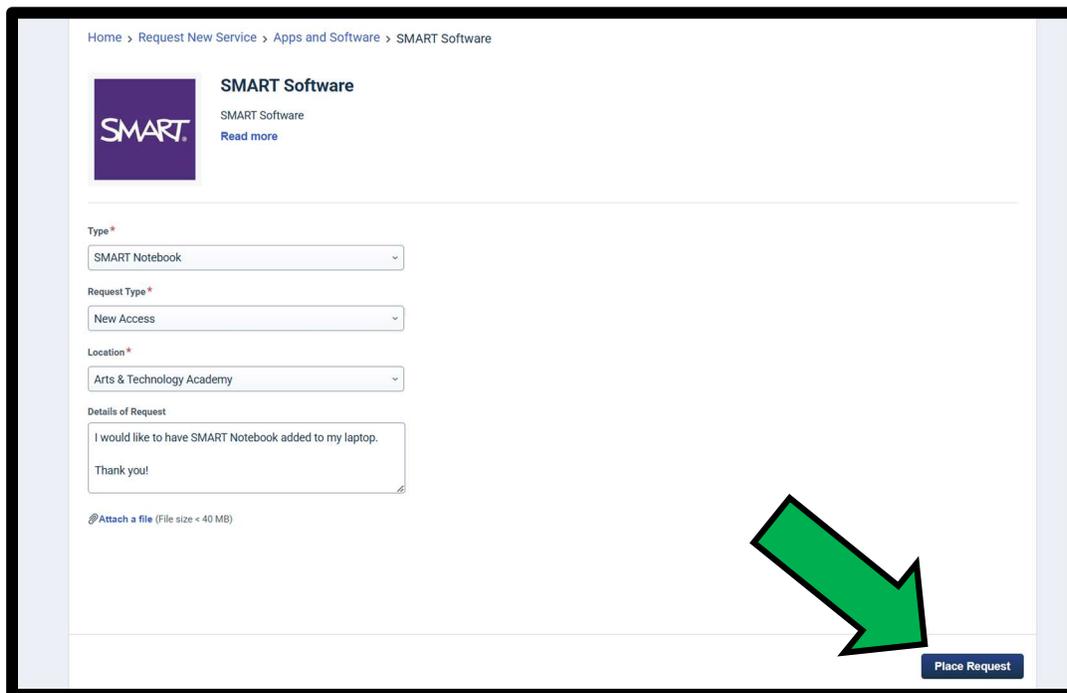
An **"Items Requested"** window, with the requester's email address shown, opens on the right:
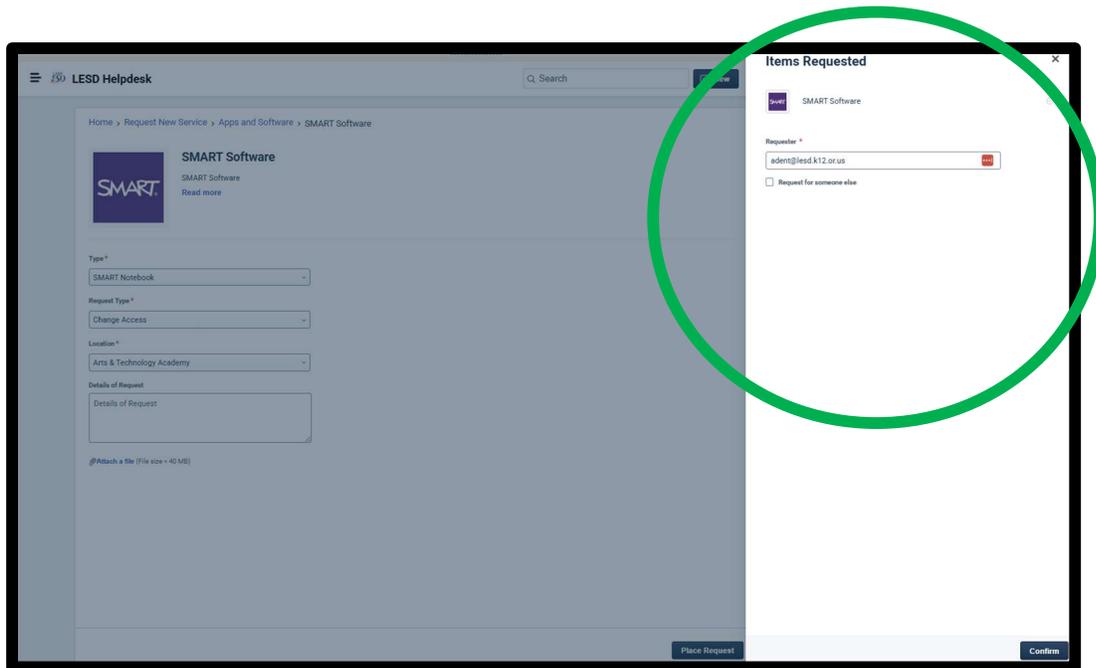
If the request is for another staff member click the box and select their email:
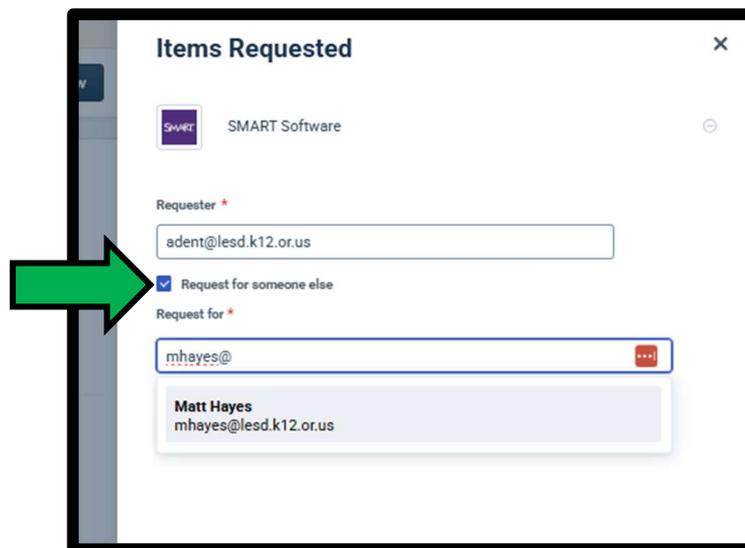
Click on **"confirm"** to submit your request:
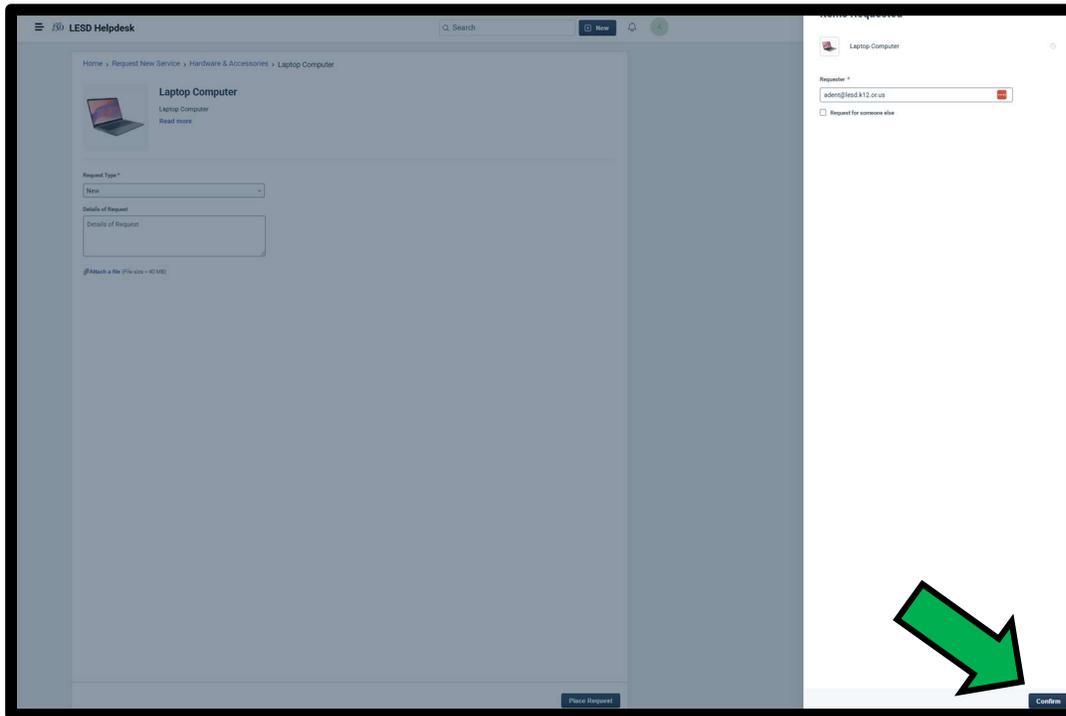
Once your request has been submitted you will be able to see it listed on the Helpdesk front page. Changes to a ticket will be emailed to you, but you can also track a ticket in LESD Helpdesk.
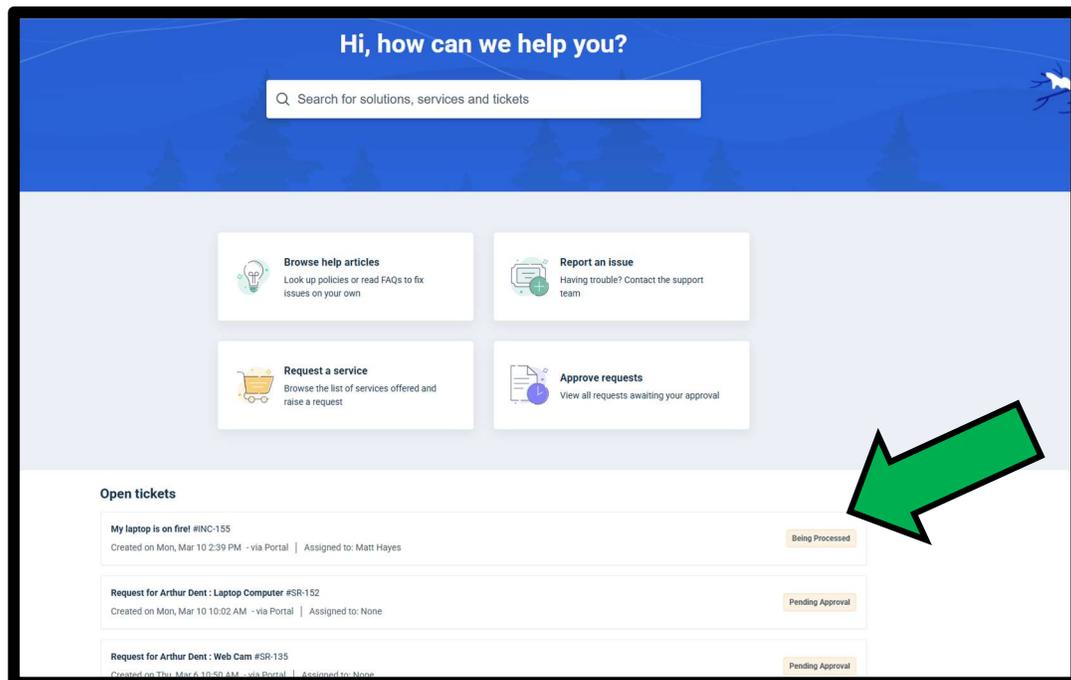
Clicking on a request in the **Open tickets** list allows you to see the latest updates on the ticket.
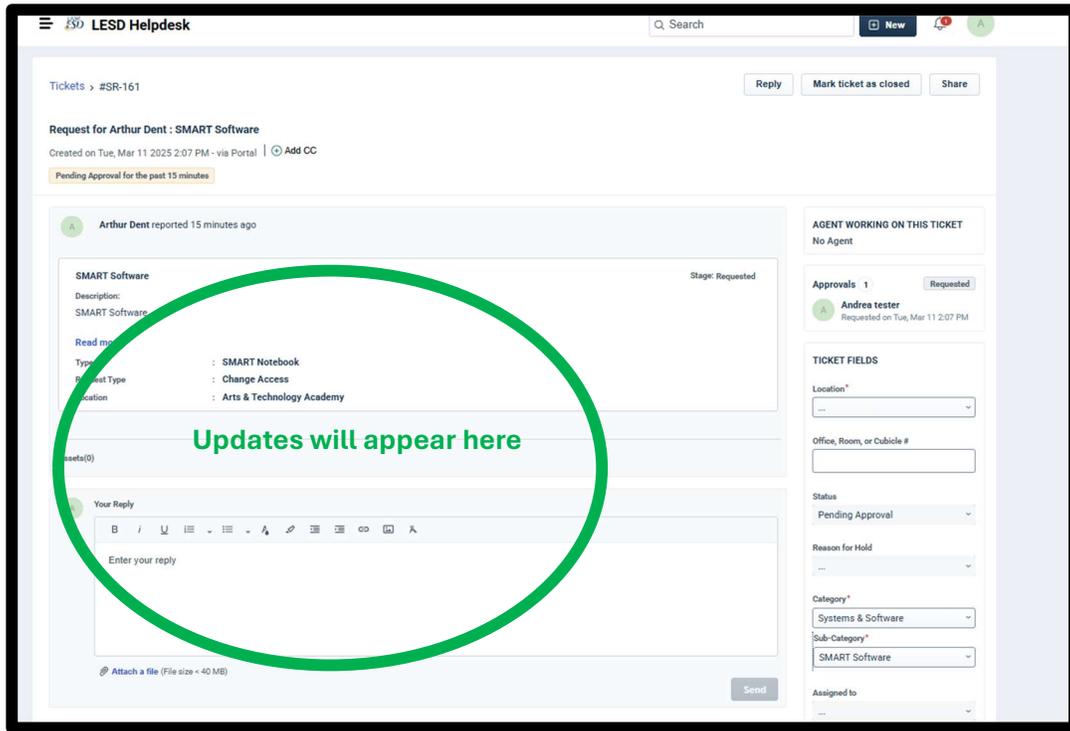
You will be able to see the agent assigned to the ticket and the "current status" of your ticket

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

To share a ticket, click on the **Share** button in the top right corner:
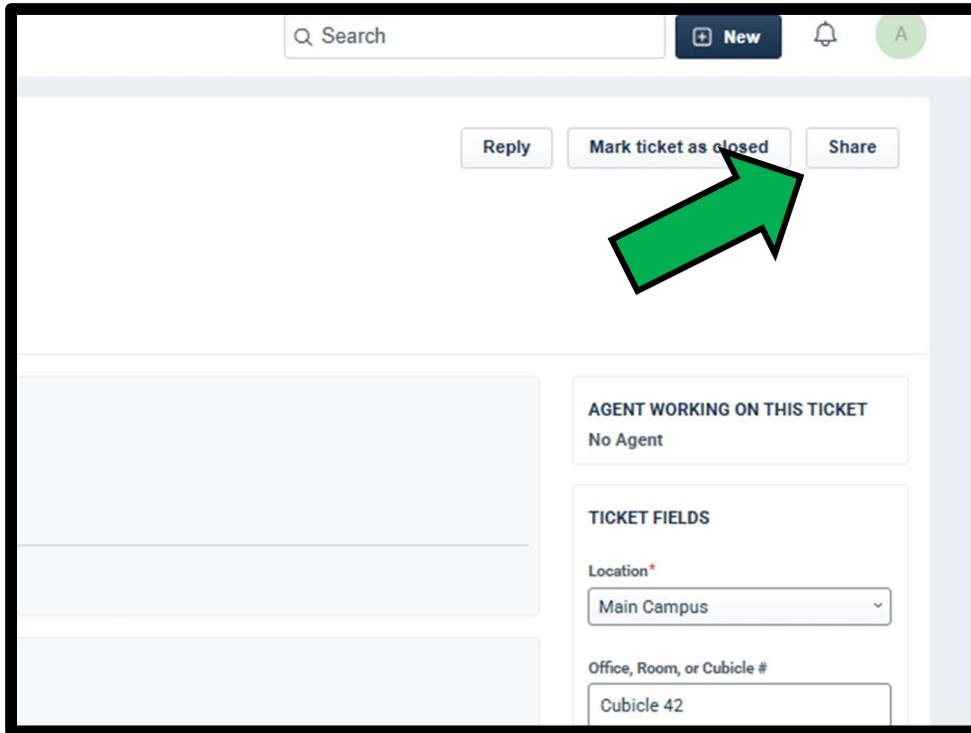
Then select their name from the dropdown menu that pops up and press share:
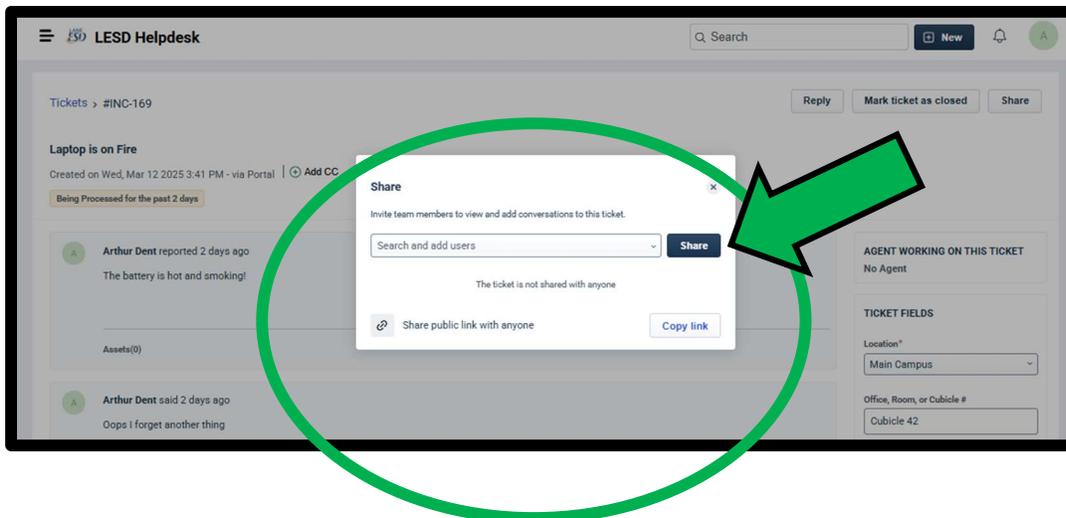
If you decide that you no longer need the asset you requested, you can cancel the ticket on this page by clicking on the **"Mark ticket as closed"** button:
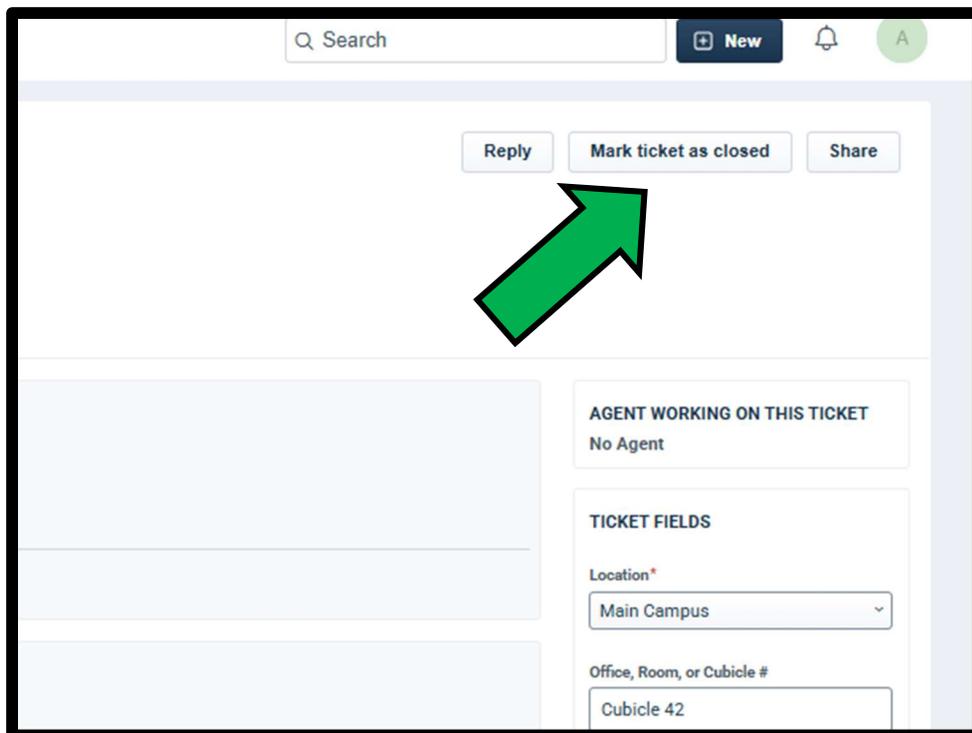
Many services will now require Supervisor Approval before Technology Services can complete the request. Approval might be required because there is a cost related (e.g. new software license, new equipment, etc.) or because not all staff receive access to the requested service (e.g. Slack or an iPhone).

Staff members can check on the status of their request in their ticket history.

Open requests will be labelled pending approval until the staff member's supervisor has responded to the request:
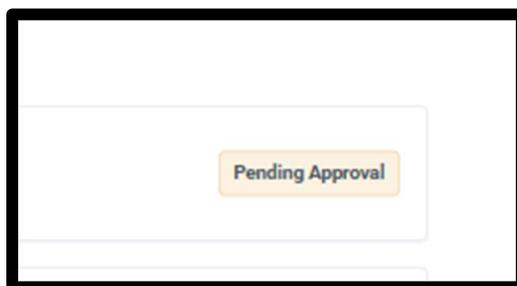
Once a supervisor has acted upon a request it will be marked as either approved or denied. Staff will receive notification of the supervisor's decision both in LESD Helpdesk and via email.