## **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



## **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.

Browse the list of services offered and raise a request
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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:



★ Popular Items	POPULAR ITEMS Top 5 most requested service items in the last 3	30 days	
All Service Items			
Accounts and Access	SMART Software	Laptop Computer	Name Change
Apps and Software	SMART Software	Laptop Computer	Name Change
Audio Visual			
Communications	(A+) LearnPlatform	Staff Directory	
Email & Calendar	LearnPlatform	Staff Directory	
Hardware & Accessories			

Staff members make the request by completing the request form:

Home > Request New	Service > Apps and Software > S	MART Software		
SMART.	SMART Software SMART Software Read more			
Type*				
SMART Notebook	~			
Request Type *				
	~			
Details of Request				
Details of Request				
Attach a file (File size < 40)	MB)			
				Place Reque

The **Request Type** is selected from the dropdown menu.

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s	
vess 🗸	
Access	
Account	

When the form is complete click on "Place Request":

Home > Request New Service > Apps and Software > SMART So SMART Software SMART Software Read more	tware	
Type* SMART Notebook		
Request Type *		
New Access ~		
Arts & Technology Academy ~		
Details of Request		
I would like to have SMART Notebook added to my laptop. Thank you!		
Attach a file (File size < 40 MB)		
		Place Request

An "Items Requested" window, with the requester's email address shown, opens on the right:

≡ /Ø→ LESD Helpdesk	Q, Search	Items Requested	×
Home + Request New Service + Apps and Software + SMART Software         File         Data Software         The Software         <		IMAT Software  Image: A series of the someone when  Image: A series of the someone wh	
		Place Request	Confirm

If the request is for another staff member click the box and select their email:

Items Requested	×
SMART Software	Θ
Requester *	
adent@lesd.k12.or.us	
Request for someone else	
Request for *	
mhayes@	
Matt Hayes mhayes@lesd.k12.or.us	

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.

	Hi, how can we help yo	u?
	Q Search for solutions, services and tickets	
. A.		
	Browse help articles Look up policies or read FAQs to fix issues on your own	an Issue ouble? Contact the support
	Request a service Browse the list of services offered and raise a request	e requests equests awaiting your approval
Open tickets		
My laptop is on fire! #INC Created on Mon, Mar 10 2	155 39 PM - via Portal   Assigned to: Matt Hayes	Being Processed
Request for Arthur Dent : Created on Mon, Mar 10 1	Laptop Computer #SR-152 0.02 AM - via Portal   Assigned to: None	Pending Approval
Request for Arthur Dent : Created on Thu Mar 6 10:	Web Cam #SR-135 50 AM - via Portal   Assigned to None	Pending Approval

Clicking on a request in the **Open tickets** list allows you to see the latest updates on the ticket.

Ξ 💯 LESD Helpdesk	Q Search	D New 🧔
Tickets > #SR-161	Reply	Mark ticket as closed Share
Request for Arthur Dent : SMART Software Created on Tue, Mar 11 2025 2:07 PM - via Portal   ③ Add CC Pending Approval for the past 15 minutes		
Arthur Dent reported 15 minutes ago		AGENT WORKING ON THIS TICKET No Agent
SMART Software Description: SMART Software	Stage: Requested	Approvals 1 Requested A Andrea tester Requested on Tue, Mar 11 2:07 PM
Read mod Type : SMART Notebook transetType : Change Access fication : Arts & Technology Academy		TICKET FIELDS Location"
Updates will appear here		Office, Room, or Cubicle #
Your Reply B / U III - III - A & III III O III A		Status Pending Approval ~
Enter your reply		Reason for Hold
		Category* Systems & Software Sub-Category* SMART Software
	Send	Assigned to

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.

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

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:

E 🖄 LE	SD Helpdesk		Q Search	🛛 New 🗘 🧍
Tickets > #I	INC-169		Re	ply Mark ticket as closed Share
Laptop is on	Fire			
Created on We Being Process	ed, Mar 12 2025 3:41 PM - via Portal   🕀 A sed for the past 2 days	dd CC Share Invite team members to view and add conversations to this ticket.		
A A	rthur Dent reported 2 days ago	Search and add users ~	Share	AGENT WORKING ON THIS TICKET
T	he battery is hot and smoking!	The ticket is not shared with anyone		No Agent
		Share public link with anyone	Copy link	TICKET FIELDS
As	ssets(0)			Main Campus
A A	rthur Dent said 2 days ago			Office, Room, or Cubicle #
00	ops I forget another thing			Cubicle 42

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:

	Q Search			¢ A	
		Reply	Mark tick	et as closed	Share
			>		
		$\checkmark$			
		AGENT WORKING ON THIS TICKET No Agent			
			TICKET FIELDS		
		Main Campus ~			
			Office. Room. or Cubicle #		
		Cubicle 42			

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.