

# How to Add a Response Note in Help Desk



Techs will often respond to Help Desk requests in the Help Desk ticket. Many times a response from the user is requested also. Responding through email won't work, as it doesn't direct that email to any tech.

**When you need to respond to a Help Desk ticket please do so in Help Desk online.**

1) Open **Help Desk**.

[www.lakes.k12.in.us/helpdesk](http://www.lakes.k12.in.us/helpdesk)

2) **Sign in** with your username and password  
(It's the same as what you use to sign into any school computer.)

Welcome to Help Desk

To save time you can view, update or cancel active tickets as well as reopen a closed ticket from the "History" menu.

1. Click the "History" button, select "All" from the "Status" drop down box then press the "Search" button.
2. Click on the ticket number that you want to modify.
3. Click "Add Note" to update or reopen a closed ticket.
4. Click the "Cancel Ticket" button on the right side of the ticket to cancel.

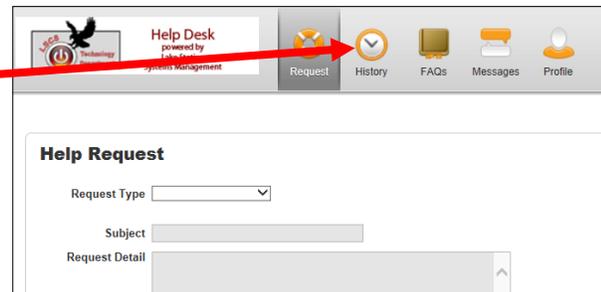
**Log In**

User Name

Password

3) Click on **History**

*Located at the top of the screen*



4) *At list of your currently open tickets will appear.*

Click on the **ticket number** (in blue) that you'd like to make a new note / response.

**Ticket History**

Ticket No.  Status  Contains

No.	Date	Updated	Status	Request Detail
1864	3/5/14	3/5/14	Open	Test Ticket Two: Test Ticket Two Test Ticket TwoTest Ticket TwoTest Ticket TwoTest Ticket TwoTest Ticket Two TI...
1863	3/5/14	3/5/14	Open	Test ticket: Test Ticket - Tes...

2 items

