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.

- Open Help Desk. www.lakes.k12.in.us/helpdesk
- Sign in with your username and password (It's the same as what you use to sign into any school computer.)

1	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.				
	 Click the "Cancel Ticket" button on the right side of the ticket to cancel. 				
Lo	g In				
Lo	g In User Name				
Lo	g In User Name Password				
Lo	g In User Name Password Log In				

- 3) Click on History Located at the top of the screen

 Heip Request
 Image: Content 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.	S	tatus All A	Active 🗸	Contains Clear Search			
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 Ti			
1863	3/5/14	3/5/14	Open	Test ticket: Test Ticket - Tes			
				😢 🄇 2 items 🜔 ව			



5) The ticket will open. This is where you'll add a note.



6) Type your new note in the box.

Ticket 1	1863 Cancel Ticket
Report	t Date 3/5/14 11:40 am
SI	itatus Open
Est. Due	e Date Never
Loc	cation Virgil L. Bailey Elementary
R	Room Building / Other
Request	Type Computer • Other
Su	ubject Test ticket
Request D	Detail Test Ticket - Test Ticket
	Tech Kathy Brown
	Notes Date Name Note Text
Net	The This is my response in Help Desk. Th
	Cancel Save

Note: You can also add a file on this screen (click Add File) if you have a document that is related to your Ticket that you want the tech department to see.

8) Log Out

7)

Help Desk with send you and the tech assigned to your ticket an email showing a new note has been added to your ticket.