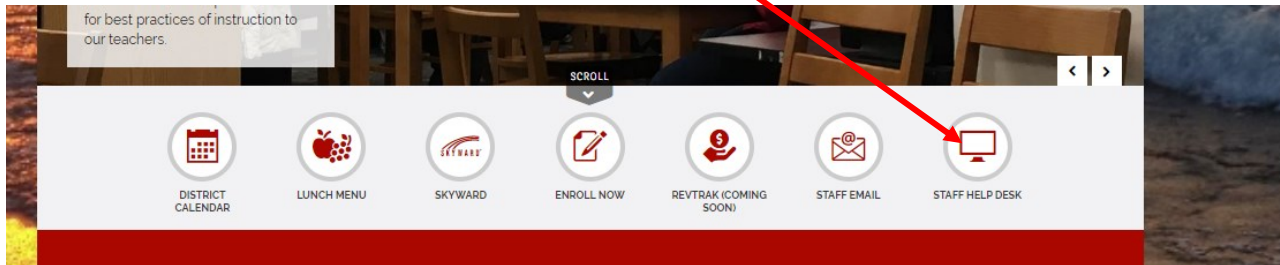# How to Use Help Desk

*To help expedite **technology & maintenance** requests, the*
Lake Station Community Schools Tech Team has initiated Help Desk software.

1. The Help Desk link is in the main menu bar of the school website.
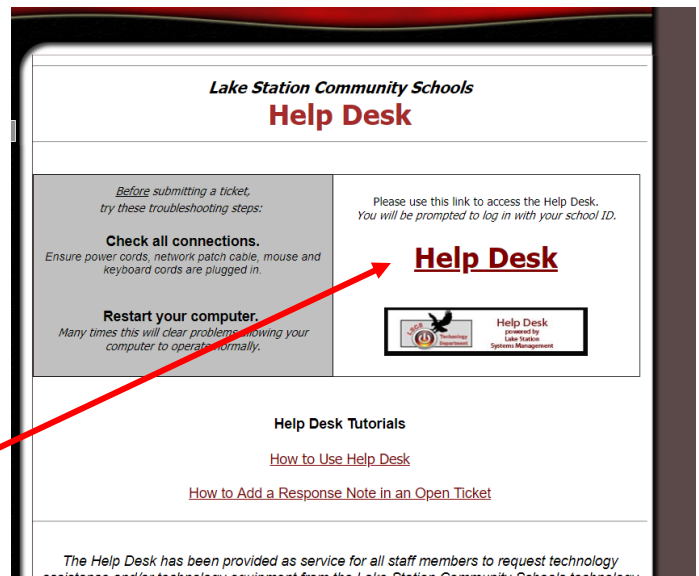   *Or the friendly URL is:* *www.lakes.k12.in.us/helpdesk*

2. Clicking on the Help Desk link will open
   the Help Desk main webpage.

Be sure to take time to look over the page sometime. Also, be
on the look out for known problems. Major problems we are
already aware of will be listed at the top of this page.

3. Click on the **Help Desk** link to start a **ticket**
   or to sign in an view progress on an existing
   ticket.

4. When prompted, log in using your
   regular username and password.

*Logging into Help Desk will open a screen to fill out a ticket. A **ticket** is where you let us know what your technology or maintenance problem/request is.*

5. You **must** fill in **all** of the boxes on the page for the request to be honored. *If you are unsure of what to choose in the drop down menu, you can always choose **other.***

6. Sometimes instructions or additional boxes will appear as you choose your options.

7. Be <u>detailed</u> in your **request detail.**

8. Choose your **location** *(the name of your building.)*

9. Chose your **room number**. *If your room is not in the drop down list, then select building and then make a note what room in the request detail.*

Help Request

Request Type	Technology ∨ / Printer ∨ / Slow Printing ∨
Subject	Printer
Request Detail	My printer is very slow printing anything that is more than 1 page long. I sometimes have to wait 5-6 minutes for all the pages of a 4 pages document to print.
Attachments	Add File
Location	Thomas Edison Jr./Sr. High Sc ∨ Room 203 ∨
Priority	Low ∨

Save   Cancel

10. Choose the **priority setting**:

   Most problems are Low or Medium. Use your judgment as to whether you have a High priority.
   *<u>Urgent</u> or <u>Emergency</u> is **NEVER** used unless there is something very important: like a deadline for IDOE is looming and you need our immediate help to meet it.*

11. Be sure to click **Save** when done! You will get a confirmation email and ticket number.

   Watch your emails for responses from techs that may include requests for more information.
   Use the "How to Add a Response Note in an Open Ticket" tutorial if needed.

Please Note: If your computer is unable to connect to Help Desk, then use a different computer.
A ticket must be submitted. Please use Help Desk <u>from now</u> on as this will help the
technology department and maintenance department prioritize all requests in a timely manner.
Requests sent any other way will not be honored.