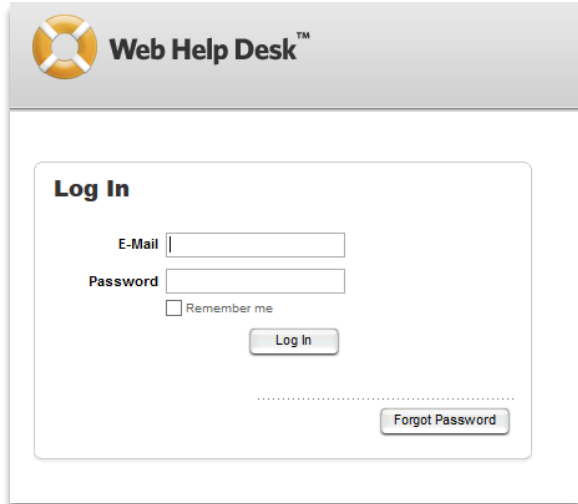
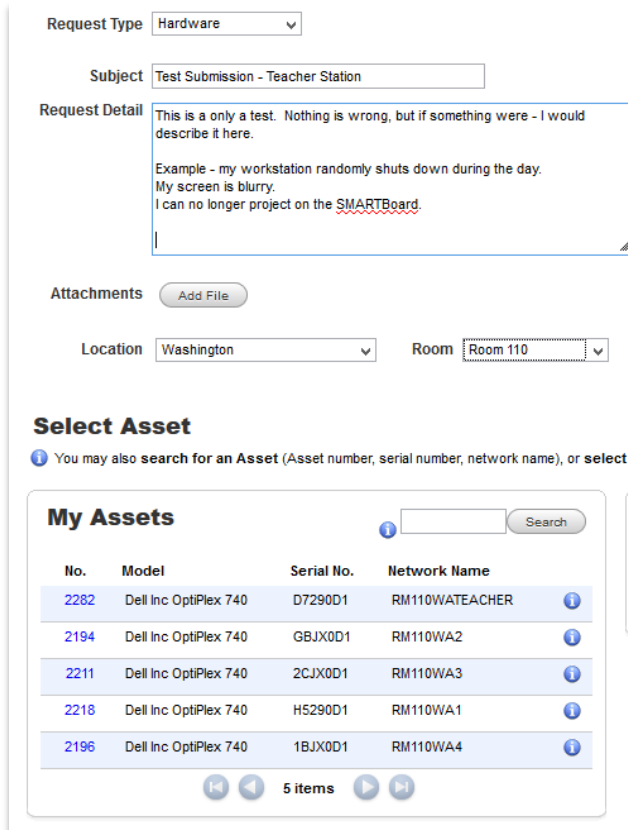


Web Help Desk – New Tech Support System



The login form features the 'Web Help Desk' logo at the top left. Below it is a 'Log In' section with two input fields for 'E-Mail' and 'Password'. A 'Remember me' checkbox is positioned below the password field. A 'Log In' button is centered below the fields. At the bottom right of the form is a 'Forgot Password' button.

1. LOGIN WITH YOUR DISTRICT EMAIL ADDRESS AND PASSWORD



The request form includes a 'Request Type' dropdown menu set to 'Hardware'. The 'Subject' field contains 'Test Submission - Teacher Station'. The 'Request Detail' text area contains the following text: 'This is a only a test. Nothing is wrong, but if something were - I would describe it here. Example - my workstation randomly shuts down during the day. My screen is blurry. I can no longer project on the SMARTBoard.' Below the text area is an 'Attachments' section with an 'Add File' button. The 'Location' dropdown is set to 'Washington' and the 'Room' dropdown is set to 'Room 110'. A 'Select Asset' section follows, with an information icon and the text: 'You may also search for an Asset (Asset number, serial number, network name), or select a Model.'

Select Asset

My Assets

No.	Model	Serial No.	Network Name
2282	Dell Inc OptiPlex 740	D7290D1	RM110WATEACHER
2194	Dell Inc OptiPlex 740	GBJX0D1	RM110WA2
2211	Dell Inc OptiPlex 740	2CJX0D1	RM110WA3
2218	Dell Inc OptiPlex 740	H5290D1	RM110WA1
2196	Dell Inc OptiPlex 740	1BJX0D1	RM110WA4

5 items


2. FILL OUT THE FORM. ONCE YOU CHOOSE YOUR SCHOOL AND ROOM, THE ASSETS ASSIGNED TO YOU WILL APPEAR ON THE LIST ON THE LEFT. CLICK ON THE NUMBER IN ORDER TO ATTACH IT TO THE TICKET. YOU CAN SELECT MORE THAN ONE ASSET PER TICKET. THERE SHOULD BE A LABEL ON EACH COMPUTER WITH THE NAME.

Ticket Assets

No.	Model	Serial No.	Network Name
2282	Dell Inc OptiPlex 740	D7290D1	RM110WATEACHER

Web Help Desk – New Tech Support System

Select Asset

 You may also search for an Asset (Asset number, serial number, network name), or select a Model.

My Assets			
No.	Model	Serial No.	Network Name
2282	Dell Inc OptiPlex 740	D7290D1	RM110WATEACHER
2194	Dell Inc OptiPlex 740	GBJX0D1	RM110WA2
2211	Dell Inc OptiPlex 740	2CJX0D1	RM110WA3
2218	Dell Inc OptiPlex 740	H5290D1	RM110WA1
2196	Dell Inc OptiPlex 740	1BJX0D1	RM110WA4

Ticket Assets			
No.	Model	Serial No.	Network Name
2282	Dell Inc OptiPlex 740	D7290D1	RM110WATEACHER

3. IF YOU ASSIGN AN ASSET TO A TICKET IN ERROR, USE THE TRASH CAN TO REMOVE IT.

Click Save to Submit the Completed Ticket.

If you attempt to submit a ticket and you cannot find your room number, assets on the list, or a label on your computer, please contact Angie Arnold or Louie Penning.