



Submitting a Ticket to the Help Desk Portal

Please access the Help Desk Portal to: report issues, request assistance, find solutions for troubleshooting and to request Adds, Changes and Deletes (new employees, requests for hardware/software and demographic changes).



<https://helpdesk.calhounisd.org>. Review the Welcome screen for instructions, as well as review the public messages for pertinent information. The message page contains important information and events **regarding systems status and scheduled maintenance**. Please take a moment to review them.

1 Submit a Help Desk Ticket:

Log in to the Help Desk Portal using your network username and password. (The same username/password you use to log on to your computer every morning.) This pertains to districts where CISD provides technical support (i.e. Albion, Mar Lee, Marshall Academy, Tekonsha, WorkForce Development.) **For other districts, please see page 3 ** Creating Account.**

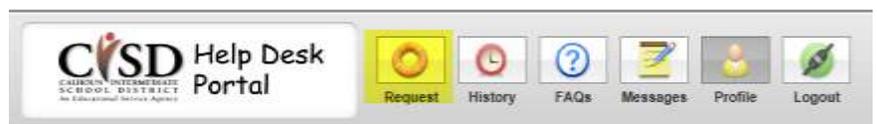
2 Check Your Profile:

Please review your profile **each time** to make sure the latest contact information is available. ***Our ability to rapidly respond to your issues is based on up-to-date contact information.***



3 Initiate a Request:

Click the **Request** button to submit your trouble ticket if you aren't able to solve the problem using the Frequently Asked Questions. The FAQ page is where you can find information to help you troubleshoot your problem. These FAQs are constantly growing and evolving. FAQs are arranged by topic category and sub-category. Select your topic and watch the FAQs appear.





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1. Select a problem **type**. Review the FAQs to see if you find the answer.
2. Select a **sub-type** to further refine your request
3. Fill in the **detail** box
4. **Answer** any questions that may appear to let us better assist you
5. Click the **Save** button when you have finished.

A confirmation email will be sent to you, and someone will be assigned to your trouble ticket. They will contact you shortly about resolving the issue. You may always review the status and any notes related to your issue by logging back into the system and clicking the **History** button.



Note: To add further information to your request, open your ticket in the Help Desk Portal, click on the **Add Note** button, type in further information and click on the **Save** button. Please do not email the technician directly. This helps ensure all information about your request is saved with the ticket. This is particularly helpful if the request gets assigned to another technician.

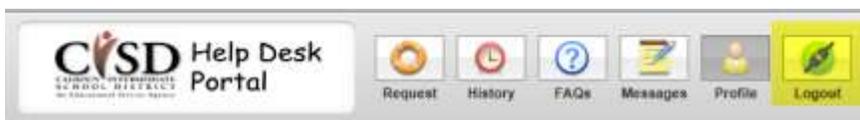
4 History:

Press the **History** button to display your Help Desk tickets. By default it will show all tickets (open and closed). It is possible to filter the tickets using the Status dropdown to see just open, pending or closed tickets. It is also possible to see one specific ticket by entering its number in the **Ticket No.** dialog box and clicking on the **Search** button.

Ticket No.	Date	Updated	Status	Request Detail
15	3/5/12	3/5/12	Open	Bring Smith PM
17	3/5/12	3/5/12	Open	Paul B. Mason PM
16	3/5/12	3/5/12	Open	new department is installed. PD
15	3/5/12	3/5/12	Open	The light in my office is very dim PM
14	3/5/12	3/5/12	Open	Screen display is upside down
13	3/5/12	3/5/12	Open	Enter my password and it keeps popping back up
7	3/1/12	3/5/12	Open	I want lock
5	3/1/12	3/1/12	Closed	you won't connect S. Ludwig
1	2/21/12	2/21/12	Open	can't sync help/what do I do?

5 Logout:

Click the **Logout** button to exit the system.





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** Create Account:

Users other than those at Albion, CISD, Mar Lee, Marshall Academy, Tekonsha, WorkForce Development will need to create their own accounts for Web HelpDesk.

1 Click on **New Account button**, and fill in form. Please always use this username and password to access the Help Desk Portal rather than creating a new one to prevent duplicate accounts.

New Account

First Name* Englebert
Last Name* Humperdink
User Name* humperde
E-Mail* suse615@yahoo.com
Phone* 769-2445
Phone 2
Location* All district locations
Room
Password *****
Confirm Password *****

Cancel Submit

2 Press **Submit button**

3 Press **Request button** to continue...

CISD Help Desk Portal

Welcome to the Calhoun ISD Help Desk Portal
The CISD Help Desk Portal is intended for the use of the Calhoun ISD and supported districts.
Please review your profile settings each time you log in so we have the most up-to-date contact information, this will greatly expedite our ability to resolve your issue.

Check out the Messages page for current events and up-to-date status on major systems (such as Zangle, Illuminate, Moodle, SMART, Cyborg and more).

To login use the same username and password you use to log in to your computer every day.
Direct line to the Help Desk is 269-789-2474

There is 1 public message.

Login

User Name WallaceS
Password |
Login

New Account Forgot Password

CISD Help Desk Portal

Repeat History FAQs Messages Profile Logout

User Profile

* Indicates required fields.