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.

❶ 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.**
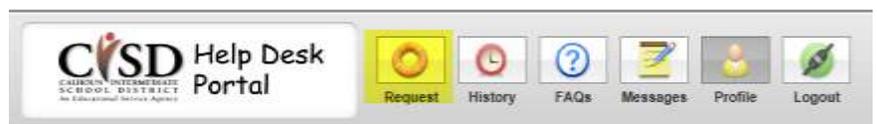
❷ Check Your Profile:

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.*

❸ 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.

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.
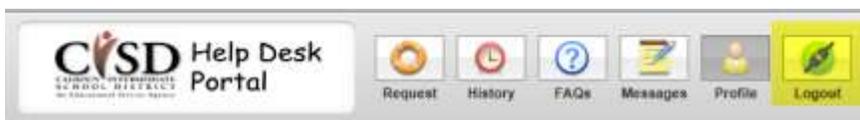
❹History:

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.

❺ Logout:

Click the Logout button to exit the system.

** 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.

❶ **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.

❷ **Press Submit button**

❸ **Press Request button to continue…**