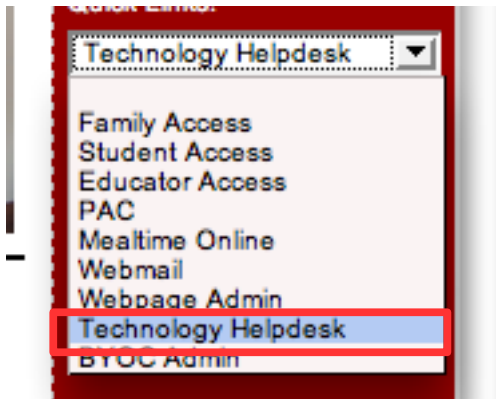
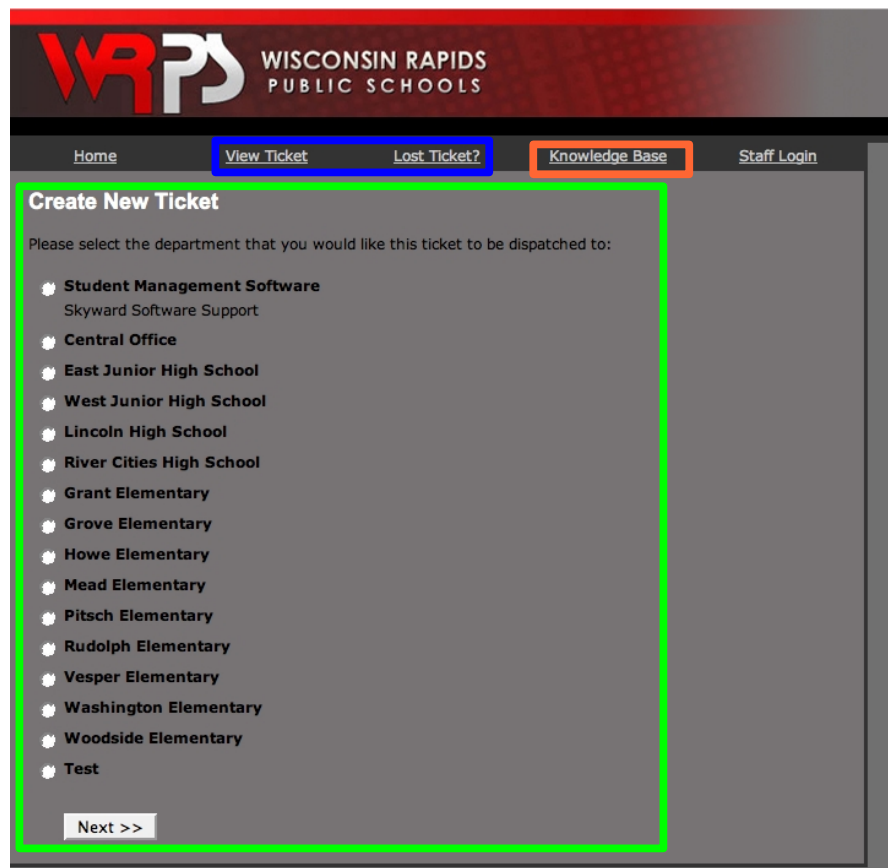


Using the Online Technology Helpdesk

1. To access the helpdesk navigate to www.wrps.org. On the Right Side bar of the homepage, select “**Technology Helpdesk**” from the Quick Links drop down box.

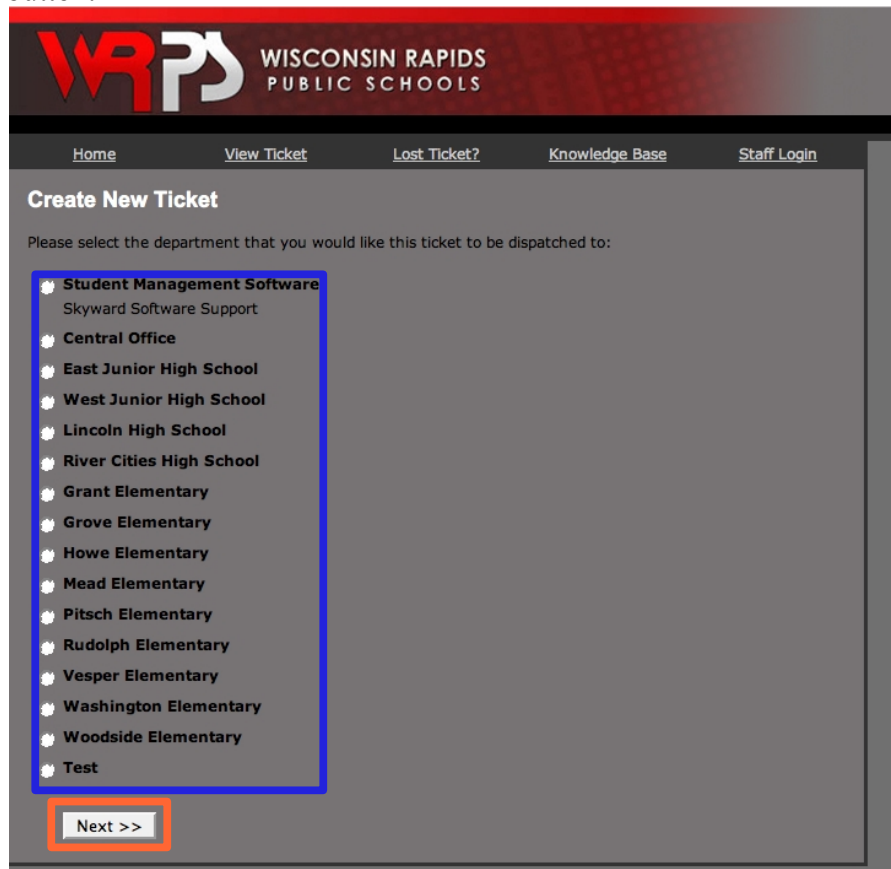


2. You will be brought to the helpdesk page. From here you can **create a help ticket**, **view past tickets** or visit the **knowledge base** to see if your question has already been asked.



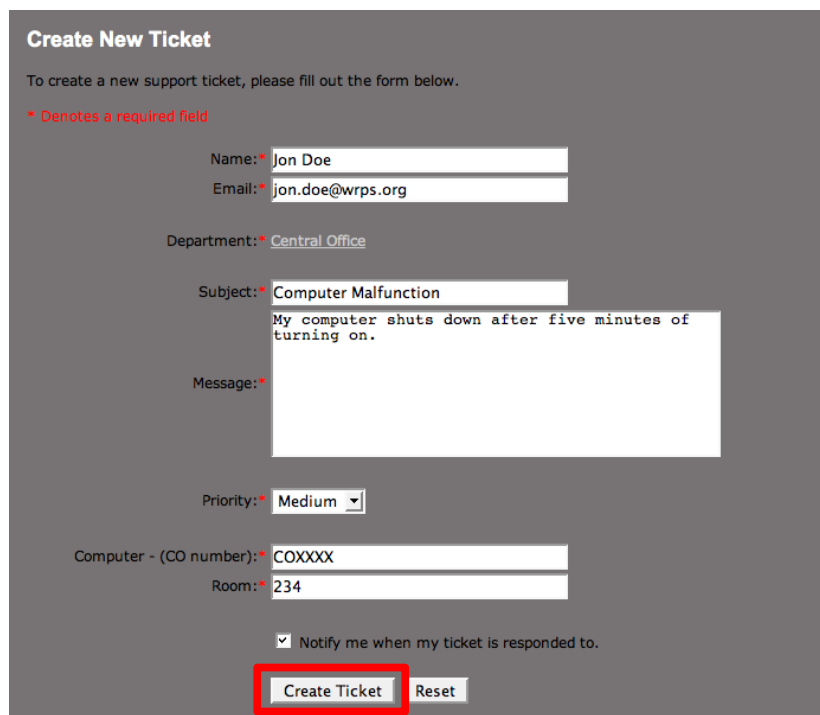
Creating a New Ticket

1. To create a new ticket, first you must select which **building** or **type** of support is necessary. Then click the “**Next**” button.



The screenshot shows the 'Create New Ticket' page for Wisconsin Rapids Public Schools. At the top, there is a navigation bar with links for Home, View Ticket, Lost Ticket?, Knowledge Base, and Staff Login. Below the navigation bar, the page title is 'Create New Ticket'. The main content area contains the instruction: 'Please select the department that you would like this ticket to be dispatched to:'. A list of departments is displayed, with 'Student Management Software' selected and highlighted by a blue box. The list includes: Student Management Software (Skyward Software Support), Central Office, East Junior High School, West Junior High School, Lincoln High School, River Cities High School, Grant Elementary, Grove Elementary, Howe Elementary, Mead Elementary, Pitsch Elementary, Rudolph Elementary, Vesper Elementary, Washington Elementary, Woodside Elementary, and Test. At the bottom of the list, there is a 'Next >>' button highlighted by an orange box.

2. After selecting the appropriate building or type of support, you will be brought to a form to describe the issue needing support. Fill in the required information and click “**Create Ticket.**”



The screenshot shows the 'Create New Ticket' form. The page title is 'Create New Ticket'. Below the title, there is a instruction: 'To create a new support ticket, please fill out the form below.' A red asterisk indicates that fields marked with an asterisk are required. The form contains the following fields: Name: * Jon Doe; Email: * jon.doe@wrps.org; Department: * Central Office; Subject: * Computer Malfunction; Message: * My computer shuts down after five minutes of turning on.; Priority: * Medium; Computer - (CO number): * COXXXX; Room: * 234; and a checkbox for 'Notify me when my ticket is responded to.' At the bottom of the form, there are two buttons: 'Create Ticket' and 'Reset'. The 'Create Ticket' button is highlighted by a red box.

3. Once your ticket has been created you will get a unique ID so you can view your ticket at any time.

Viewing a Ticket

1. Select “View Ticket” from the top links.



WRPS WISCONSIN RAPIDS PUBLIC SCHOOLS

Home **View Ticket** Lost Ticket? Knowledge Base Staff Login

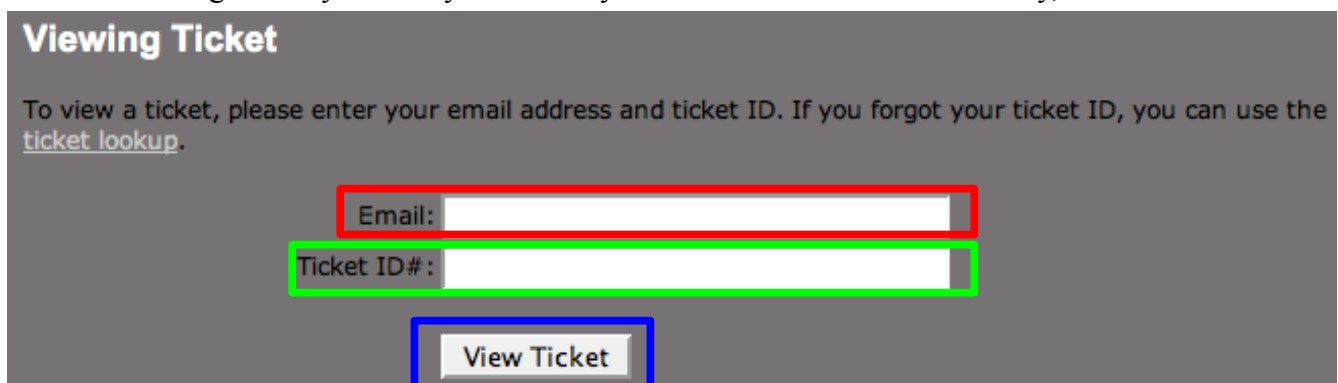
Create New Ticket

Please select the department that you would like this ticket to be dispatched to:

- Student Management Software
Skyward Software Support
- Central Office
- East Junior High School
- West Junior High School
- Lincoln High School
- River Cities High School
- Grant Elementary
- Grove Elementary
- Howe Elementary
- Mead Elementary
- Pitsch Elementary
- Rudolph Elementary
- Vesper Elementary
- Washington Elementary
- Woodside Elementary
- Test

Next >>

2. After you click “View Ticket” you will be prompted to enter your **email** and **unique ticket ID** number given to you after you created your ticket. Once entered correctly, click “View Ticket.”



Viewing Ticket

To view a ticket, please enter your email address and ticket ID. If you forgot your ticket ID, you can use the [ticket lookup](#).

Email:

Ticket ID#:

View Ticket

3. Once you click “View Ticket,” your ticket will appear with any information provided by tech support. You will also get a chance to add any additional information or files. You can close the ticket and print the ticket also.

Viewing Ticket

Post Reply Print Attach File Carbon Copy Close Ticket

Subject: Computer Malfunction
Created On: August 14, 2008 9:38am CDT
Department: Central Office
Priority: Medium

Subject: Computer Malfunction **Posted by** [Jon Doe](#)

My computer shuts down after five minutes of turning on.

Date: 08-14-2008 9:38am CDT

Post Reply

Subject:

Message: *

Attach File

File:

Using the Knowledge Base

1. To get to the knowledge base, select “[Knowledge Base](#)” from the top links.

The screenshot shows the top navigation bar of the Wisconsin Rapids Public Schools website. The logo 'WRPS WISCONSIN RAPIDS PUBLIC SCHOOLS' is on the left. The navigation menu includes links for 'Home', 'View Ticket', 'Lost Ticket?', 'Knowledge Base', and 'Staff Login'. The 'Knowledge Base' link is highlighted with a blue box. Below the navigation bar, the 'Create New Ticket' section is visible, with a list of departments to select from, including Student Management Software, Central Office, and various schools and elementary schools.

2. After you navigate to the Knowledge Base, select the **category** where your computer issue may fall.

WRPS WISCONSIN RAPIDS
PUBLIC SCHOOLS

[Home](#) [View Ticket](#) [Lost Ticket?](#) [Knowledge Base](#) [Staff Login](#)

Knowledge Base

Search for:

Browsing 'Main'

[Faq \(0 subcategories, 1 entries\)](#)
Frequently Asked Questions

[Network \(0 subcategories, 0 entries\)](#)
Network Related information

3. Each category will contain **entries**. When you click on the entries you can read the information.

<< [Main Category](#) < [Parent Category](#) | Browsing 'Faq'

[Computer Shutdowns](#)

Computer Shutdowns

SYMPTOMS

Unexpected shutdowns, no viruses

SOLUTION

Over heating make sure your computer is properly ventilated.