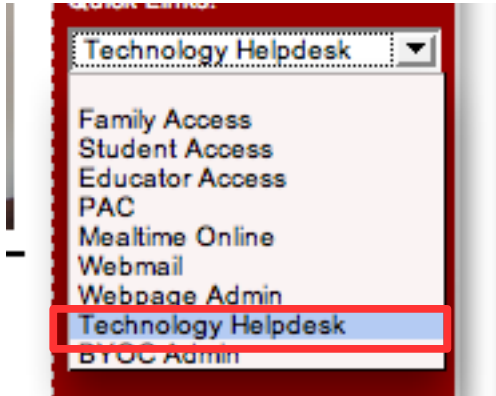


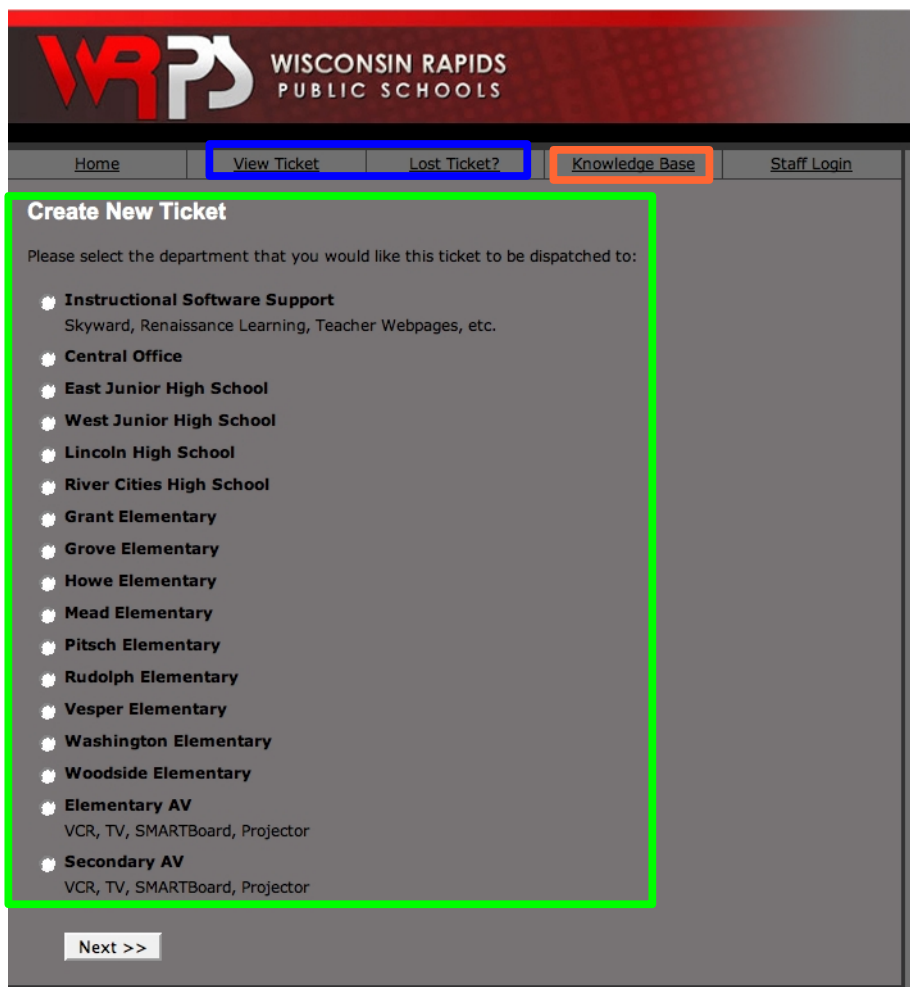
## Using the Online Technology Helpdesk

An online helpdesk solution will be used across the district for an easy and consistent way to communicate technical issues to the support staff regarding technology hardware, software and audio visual equipment. This tool is intended to be used for all technical work orders.

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

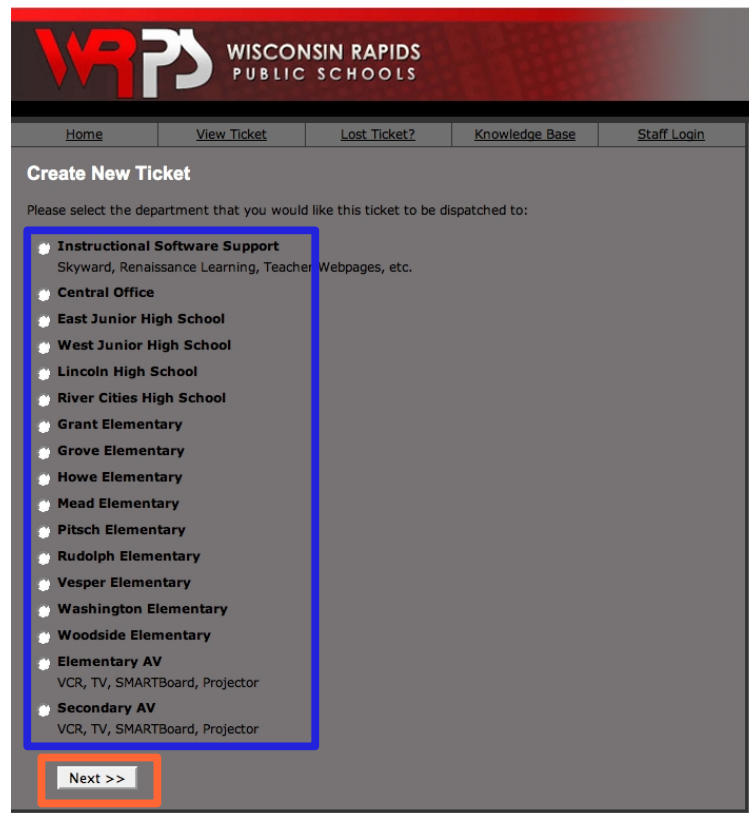


2. You will be brought to the helpdesk page. From here you can [create a help ticket](#), [view past tickets](#) or visit the [knowledge base](#) to see if your question has already been asked.



## Creating a New Ticket

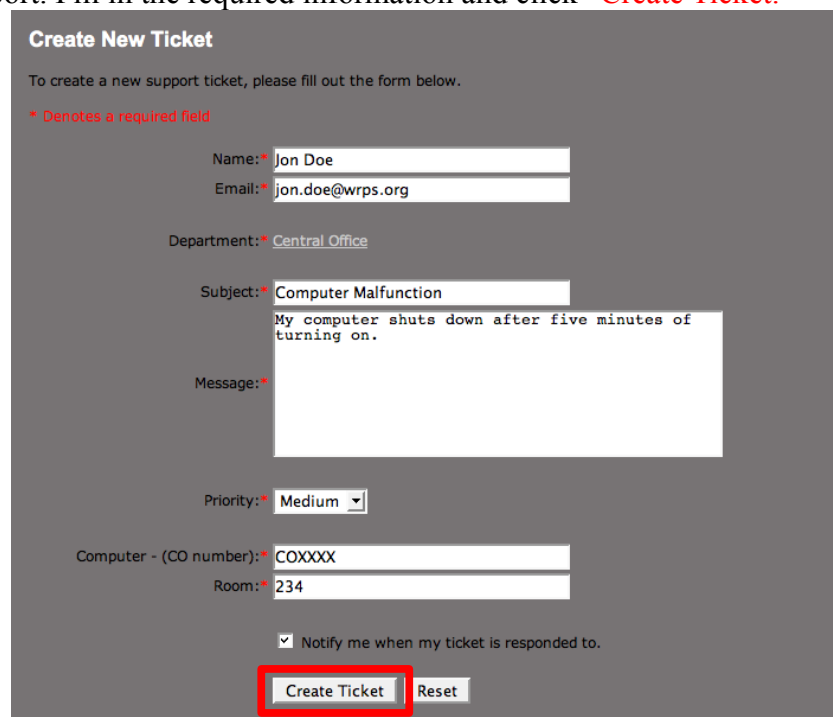
1. To create a new ticket, first you must select which **building** or **type** of support is necessary. Then click the “Next” button.



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 'Instructional Software Support' selected and highlighted by a blue box. The list includes: Instructional Software Support (Skyward, Renaissance Learning, Teacher Webpages, etc.), 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, Elementary AV (VCR, TV, SMARTBoard, Projector), and Secondary AV (VCR, TV, SMARTBoard, Projector). 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.”

3. Once your ticket has been created you will get a unique ID so you can view your ticket at any time. Please provide a detailed description of what is wrong with your computer, don't just type, “It doesn't work.” For example, “I get a Run.dll error when I start up Microsoft Word.” The more information you provide the better prepared we are to address the problem.

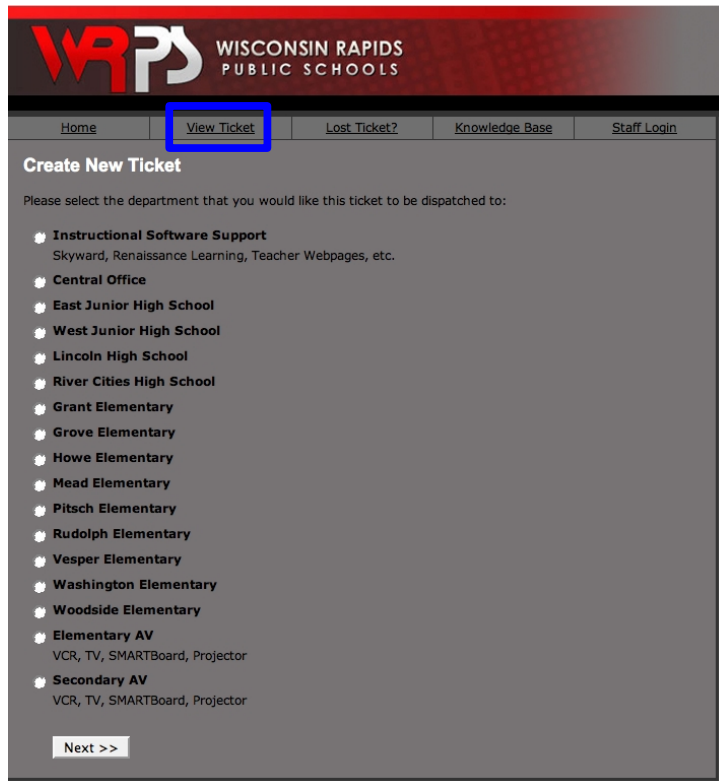


The screenshot shows the 'Create New Ticket' page with the form filled out. The page title is 'Create New Ticket'. Below the title, there is a message: 'To create a new support ticket, please fill out the form below.' and a red asterisk indicating required fields. The form fields are: Name: Jon Doe, 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.' which is checked. At the bottom of the form, there is a 'Create Ticket' button highlighted by a red box and a 'Reset' button.

## Viewing a Ticket

A person would want to view a ticket if they wanted to know the status of a previously created ticket. An example would be if parts are being ordered or new information becomes available.

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



WISCONSIN RAPIDS PUBLIC SCHOOLS

Home View Ticket Lost Ticket? Knowledge Base Staff Login

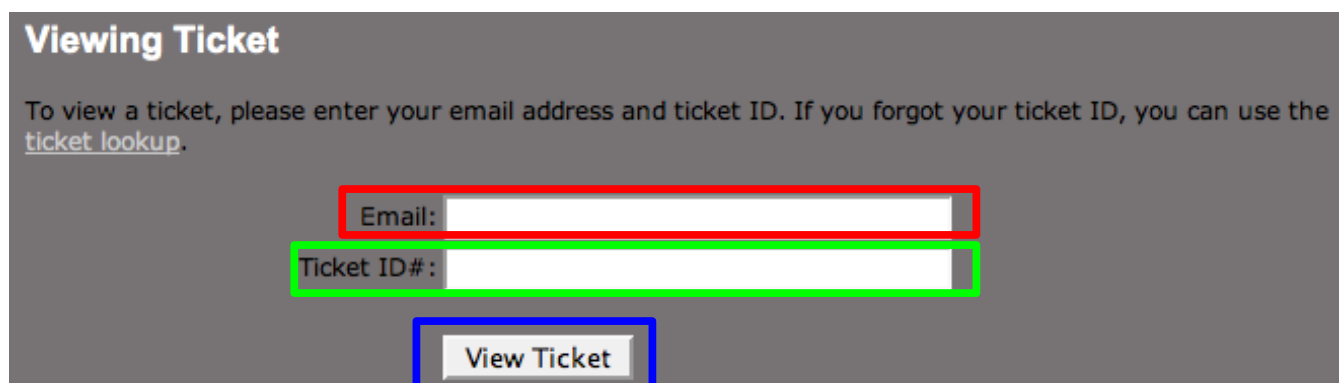
**Create New Ticket**

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

- **Instructional Software Support**  
Skyward, Renaissance Learning, Teacher Webpages, etc.
- **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**
- **Elementary AV**  
VCR, TV, SMARTBoard, Projector
- **Secondary AV**  
VCR, TV, SMARTBoard, Projector

Next >>

2. After you click “View Ticket” you will be prompted to enter your **email** and **unique ticket ID**



**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**

number given to you after you created your ticket. Once entered correctly, click “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

The knowledge base becomes a resource for frequently asked questions and information on how to solve technical problems.

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

- **Instructional Software Support**  
Skyward, Renaissance Learning, Teacher Webpages, etc.
- **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**
- **Elementary AV**  
VCR, TV, SMARTBoard, Projector
- **Secondary AV**  
VCR, TV, SMARTBoard, Projector

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

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[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.