# 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. On the Right Side bar of the homepage, select "Technology Helpdesk" from the Quick Links drop down box.
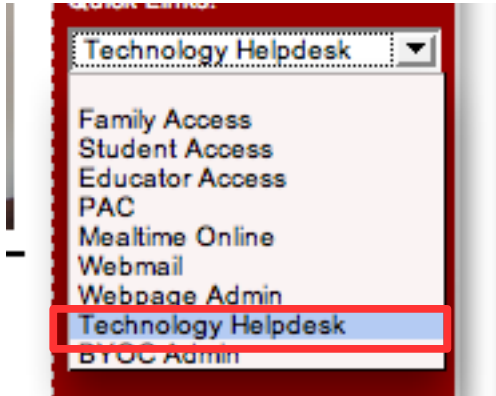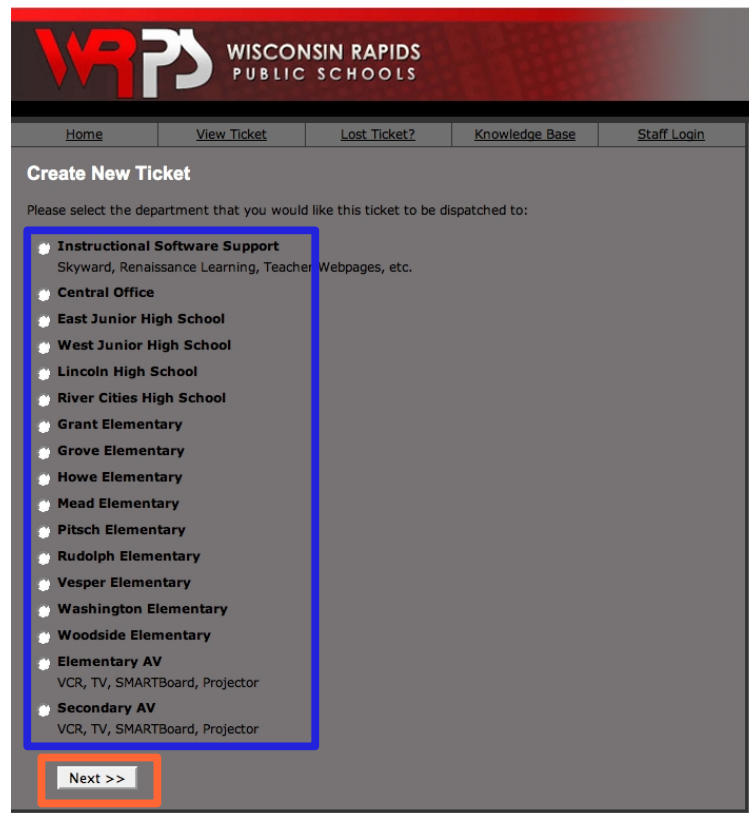

2. You will be brought to the helpdesk page. From here you can create a help ticket, view past tickets or visit the knowledge base to see if your question has already been asked.
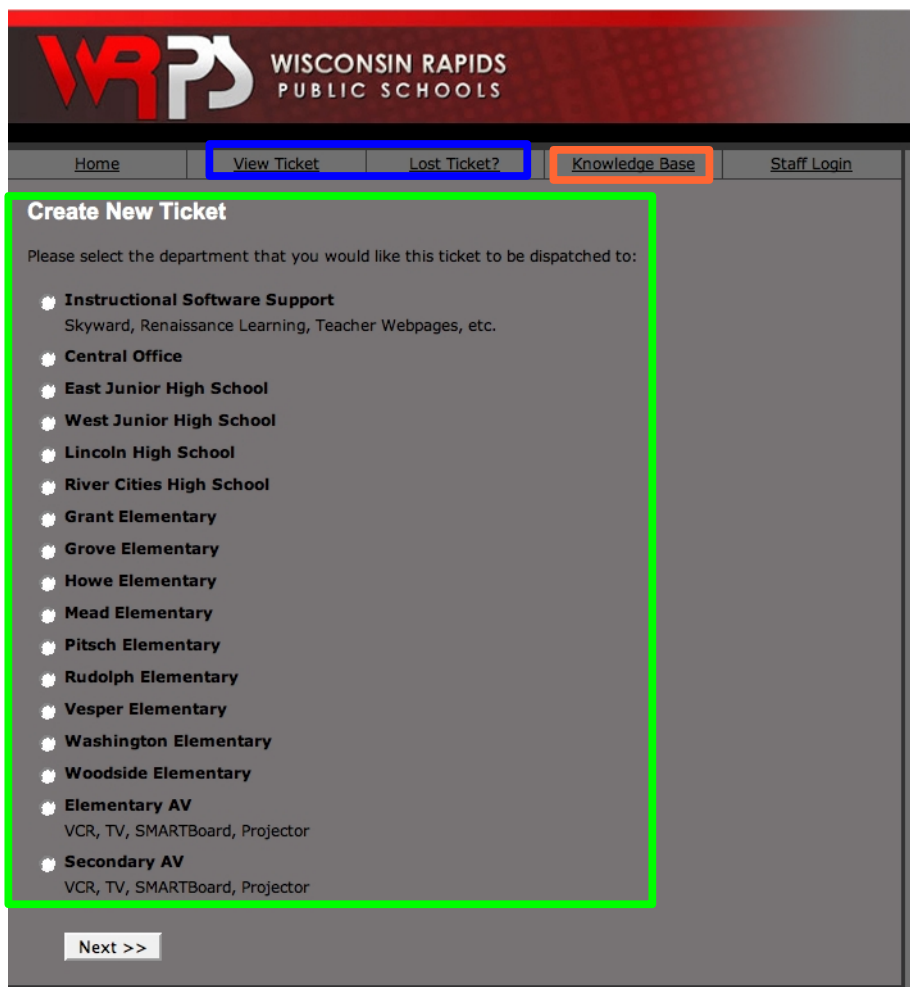
Creating a New Ticket

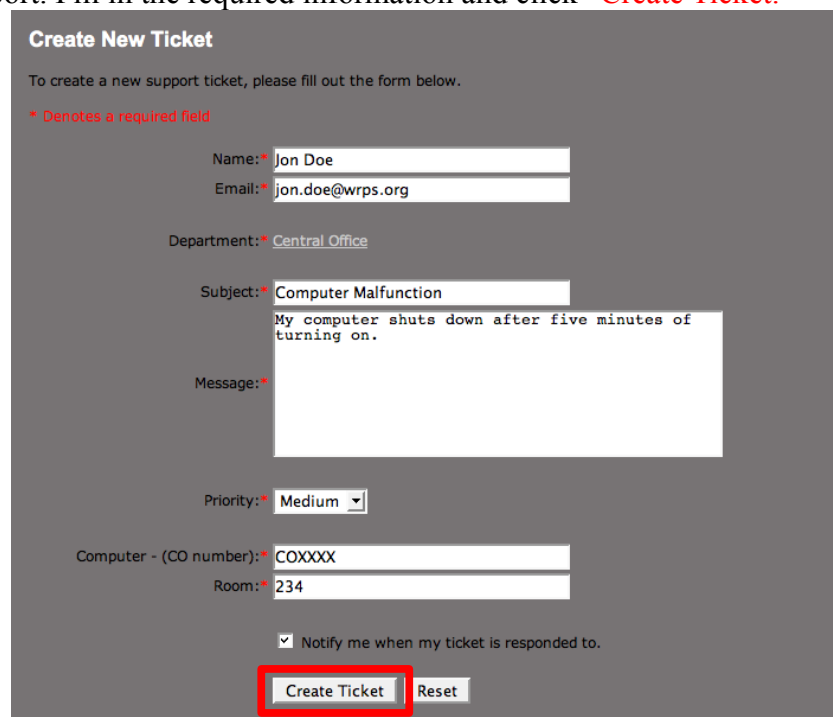1. To create a new ticket, first you must select which building or type of support is necessary. Then click the "Next" button.

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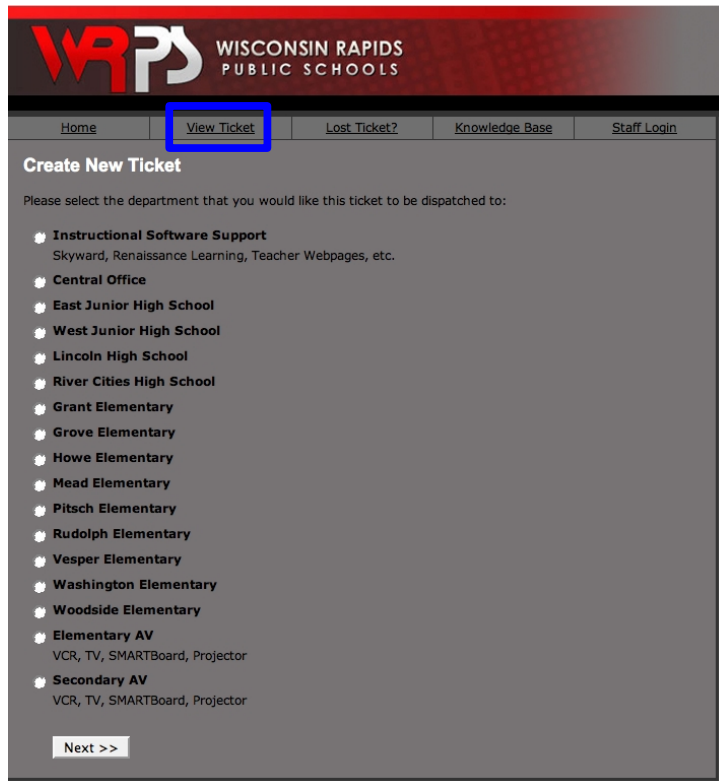
Viewing a Ticket
A person would want to view a ticket if they wanted to know the status of a previously created ticket. An example would be if parts are being ordered or new information becomes available.

1. Select "View Ticket" from the top links.

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."

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.

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.

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

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