# Using the Online Technology Helpdesk

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

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.
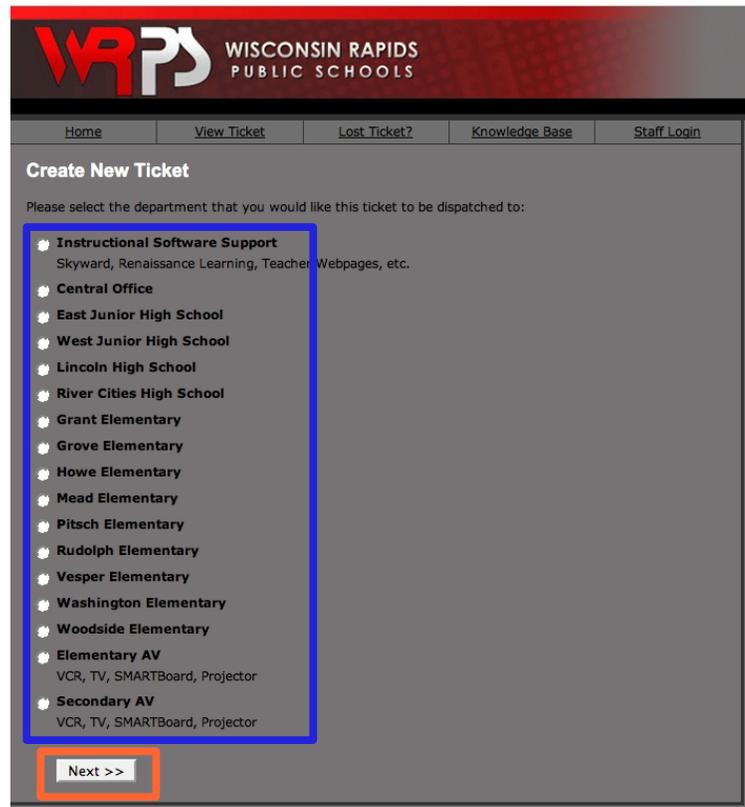

2. You will be brought to the helpdesk page. From here you can create a help ticket, view past tickets or visit the knowledge base to see if your question has already been asked.
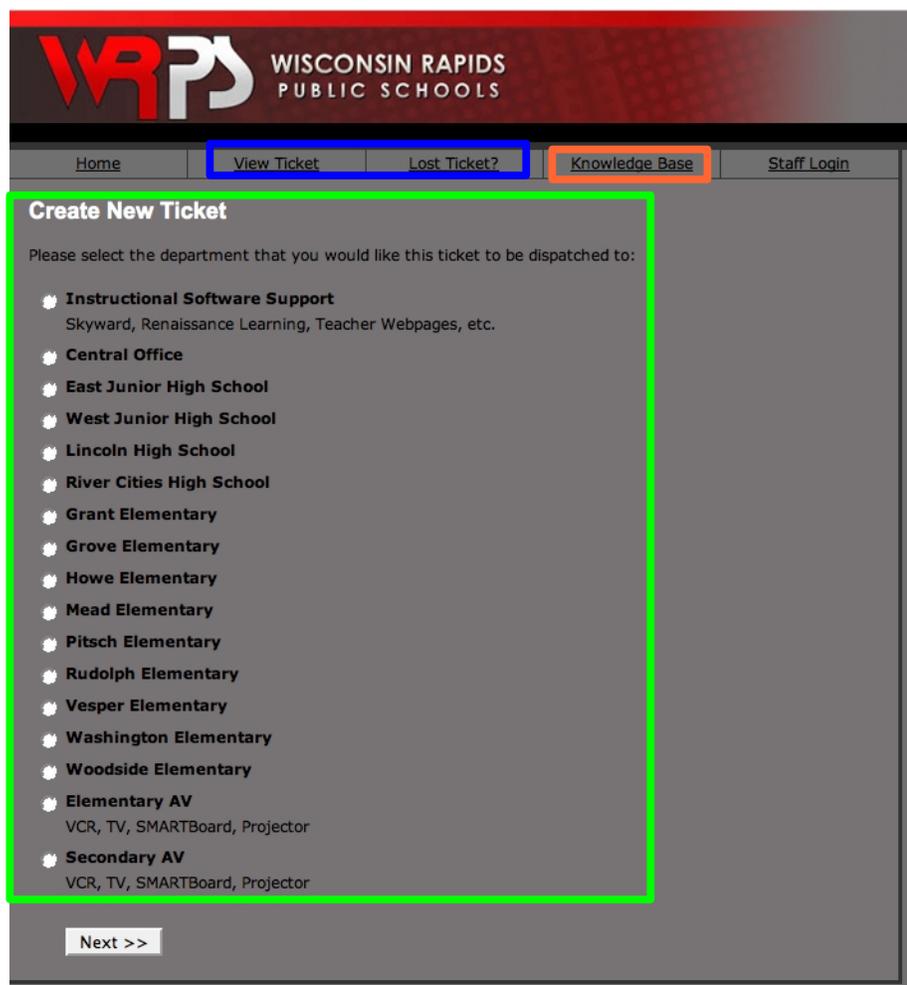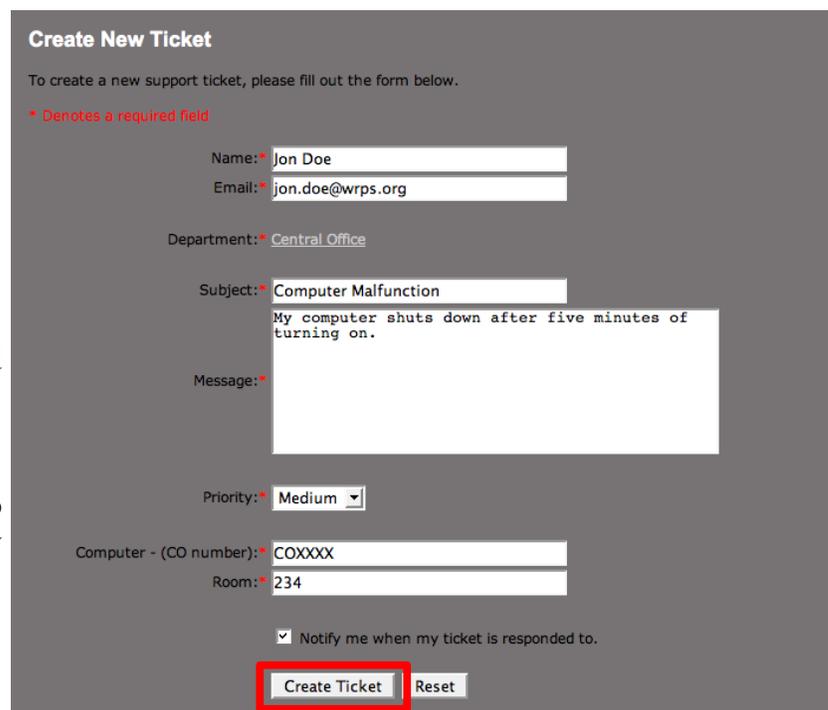
Creating a New Ticket

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

2. The next screen is a form for you to describe the issue needing support. Fill in the required information.

3. Please provide a detailed description of the help you need; don't just type, "My computer 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. Click "Create Ticket." Once your ticket has been created, it will be assigned a unique ID so you can view your ticket at any time.
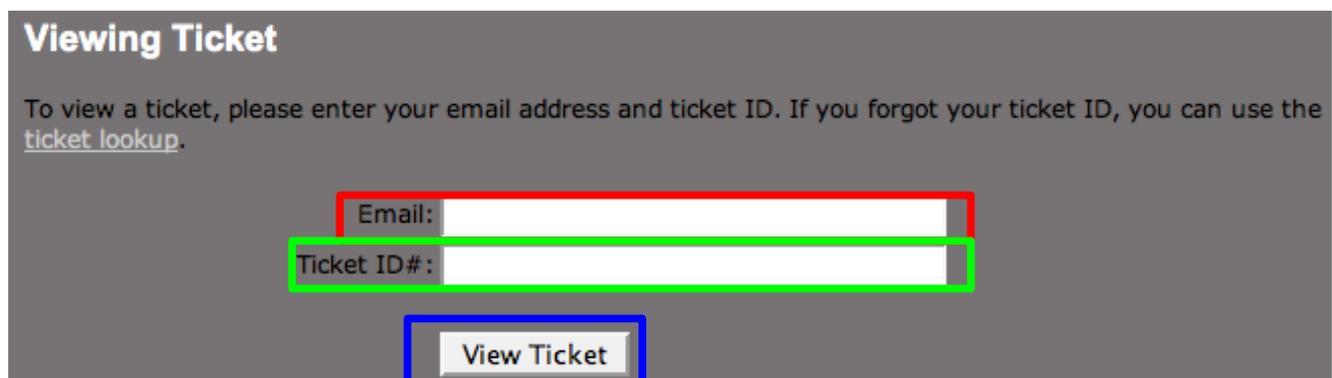
Viewing a Ticket

You may want to view a ticket to check the status of a previously created ticket. An example would be if parts are being ordered or a reply is posted to your ticket.

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

2. 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. Your ticket will then appear with any information provided by tech support. This also gives you an opportunity to click Post Reply, Print the ticket, or Attach File to better explain your problem. You may also Close Ticket if services are no longer needed.

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: No subject   **Posted by Admin** *(Staff)*

Try moving your computer to a location with more air flow to keep it cooler. Usually this is a problem because of over heating.

Date: 08-18-2008 10:08am CDT

Subject: Computer Malfunction   **Posted by Jon Doe**

My computer shuts down after five minutes of turning on.

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

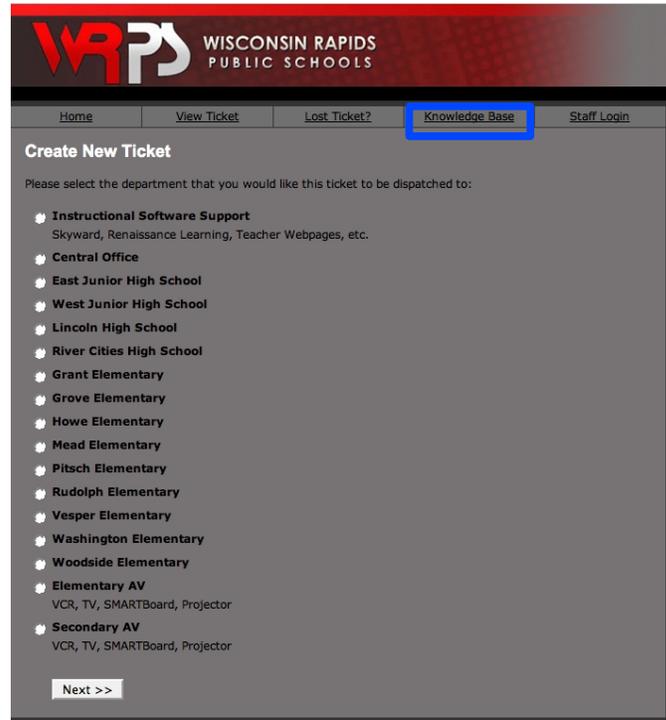**Post Reply**

Subject: [   ]

Message:* [   ]

Post Reply   Reset

Attach File
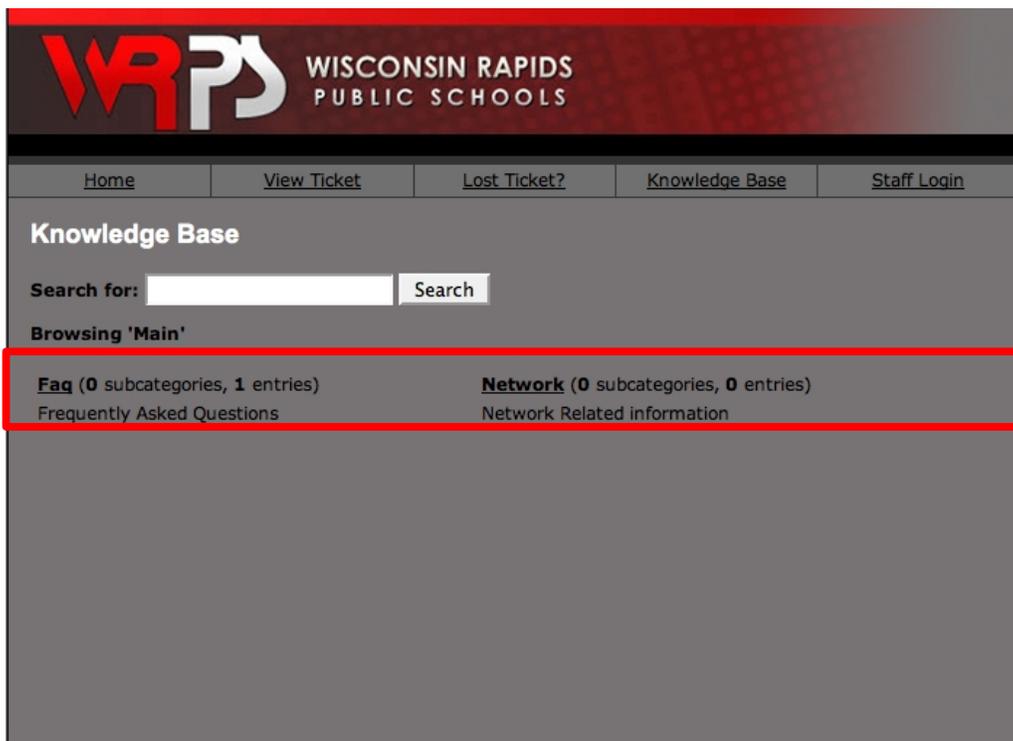
File: [   ] Browse...   Attach

Using the Knowledge Base

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

1. 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.

<< 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.