

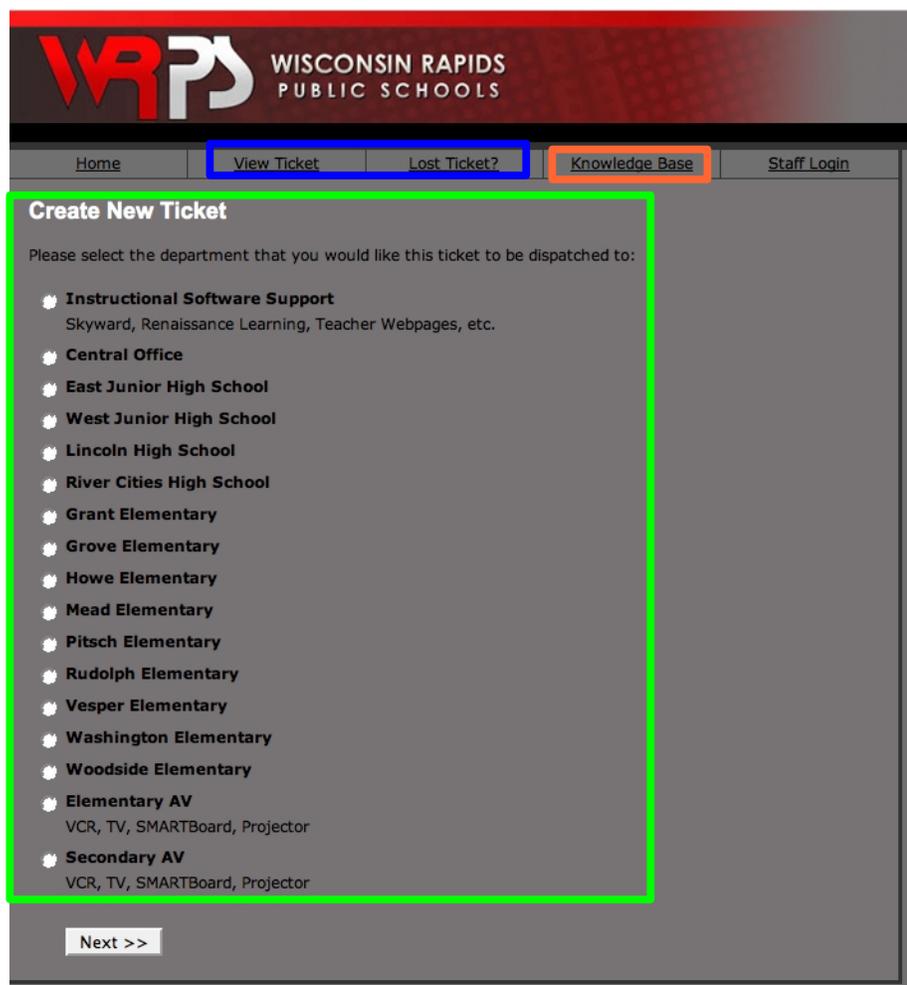
## Using the Online Technology Helpdesk

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

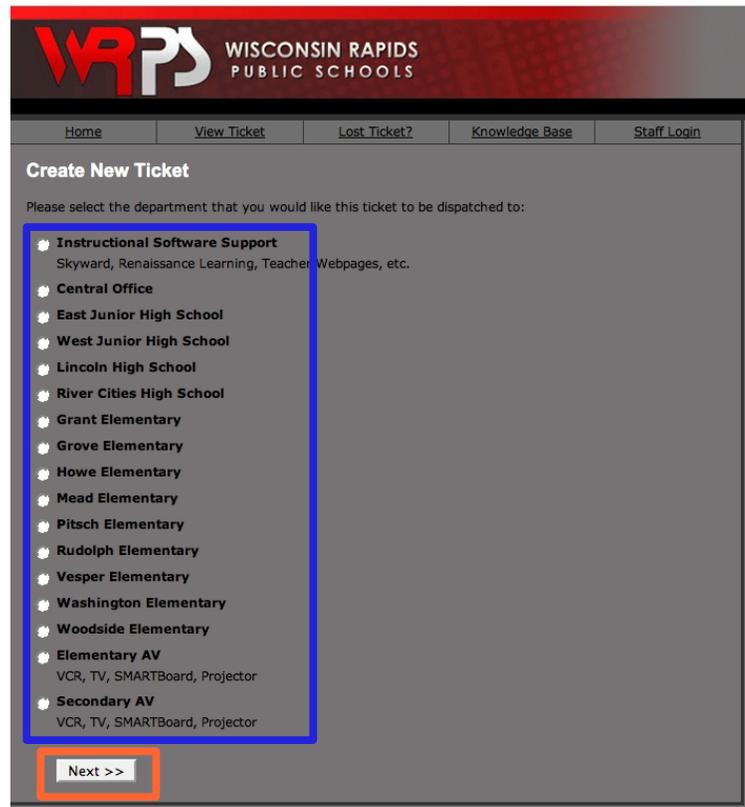


2. You will be brought to the helpdesk page. From here you can [create a help ticket](#), [view past tickets](#) or visit the [knowledge base](#) to see if your question has already been asked.



## Creating a New Ticket

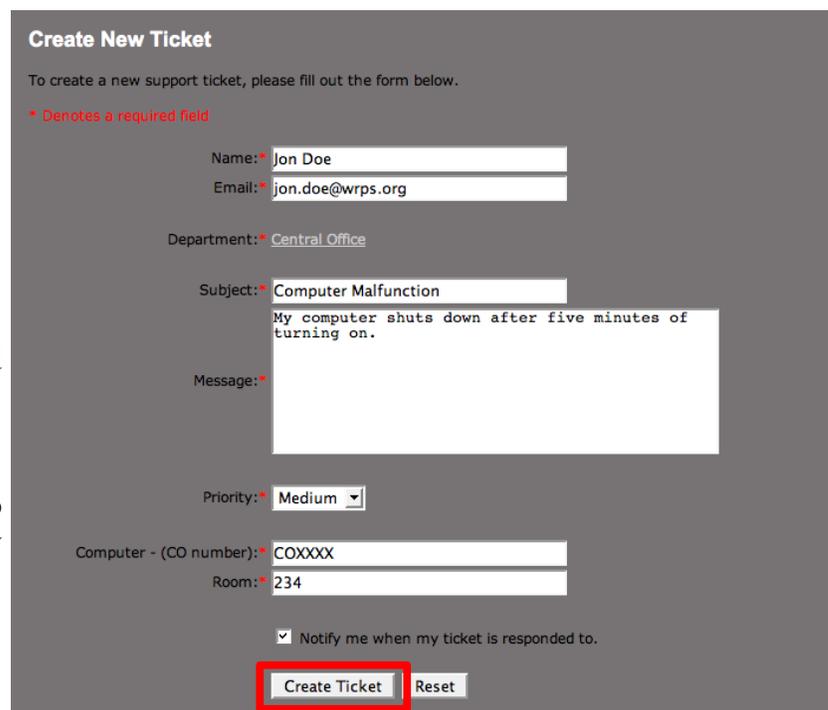
1. To create a new ticket, first select which **building** OR **type** of support is necessary. Then click the “Next” button.



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 asks the user to 'Please select the department that you would like this ticket to be dispatched to:'. A list of departments is displayed, with 'Instructional Software Support' highlighted by a blue box. Below the list, there is a 'Next >>' button, which is also highlighted by a red box.

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.



The screenshot shows the 'Create New Ticket' form. 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.' A red asterisk indicates a required field. The form contains the following fields:

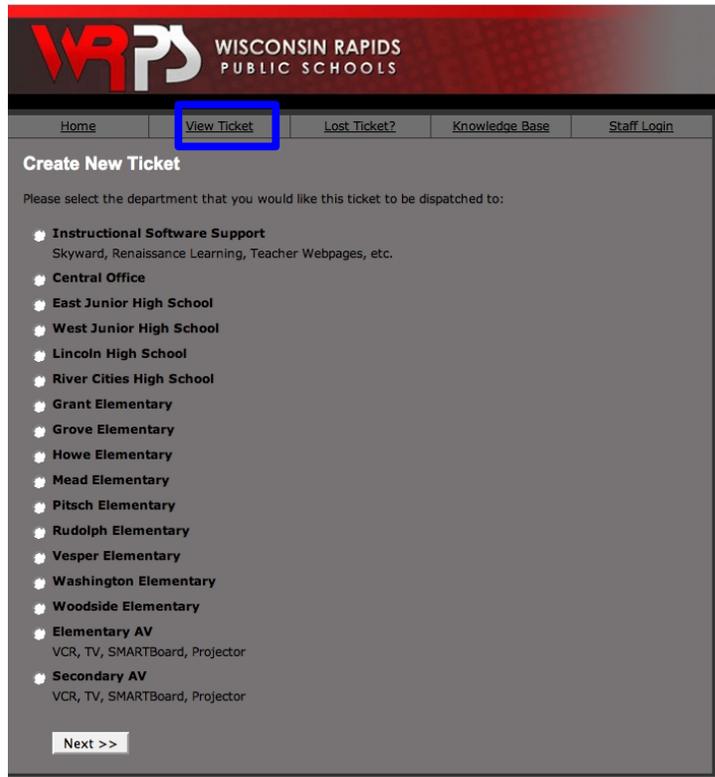
- Name: \* Jon Doe
- Email: \* jon.doe@wrps.org
- Department: \* Central Office
- Subject: \* Computer Malfunction
- Message: \* My computer shuts down after five minutes of turning on.
- Priority: \* Medium
- Computer - (CO number): \* COXXXX
- Room: \* 234

At the bottom of the form, there is a checkbox labeled 'Notify me when my ticket is responded to.' and two buttons: 'Create Ticket' and 'Reset'. The 'Create Ticket' button is highlighted with a red box.

## Viewing a Ticket

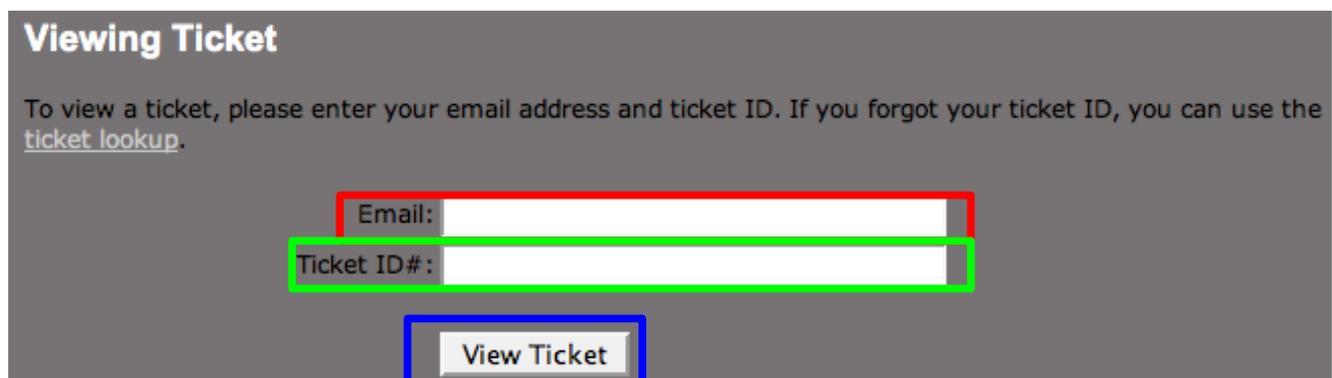
You may want to view a ticket to check the status of a previously created ticket. An example would be if parts are being ordered or a reply is posted to your ticket.

1. Select “[View Ticket](#)” from the top links.



The screenshot shows the top navigation bar of the Wisconsin Rapids Public Schools website. The logo 'WRPS' is on the left, and the text 'WISCONSIN RAPIDS PUBLIC SCHOOLS' is on the right. Below the logo, there is a navigation menu with the following links: Home, View Ticket (highlighted with a blue box), Lost Ticket?, Knowledge Base, and Staff Login. Below the navigation bar, there is a section titled 'Create New Ticket' with a sub-header 'Please select the department that you would like this ticket to be dispatched to:'. A list of departments follows, each with a radio button icon: 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 is a 'Next >>' button.

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](#).”



The screenshot shows the 'Viewing Ticket' form. The title 'Viewing Ticket' is at the top left. Below it is the instruction: 'To view a ticket, please enter your email address and ticket ID. If you forgot your ticket ID, you can use the [ticket lookup](#).' There are two input fields: 'Email:' and 'Ticket ID#:', both highlighted with colored boxes (red for Email, green for Ticket ID#). Below the input fields is a 'View Ticket' button, highlighted with a blue box.

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

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**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*

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**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:\*

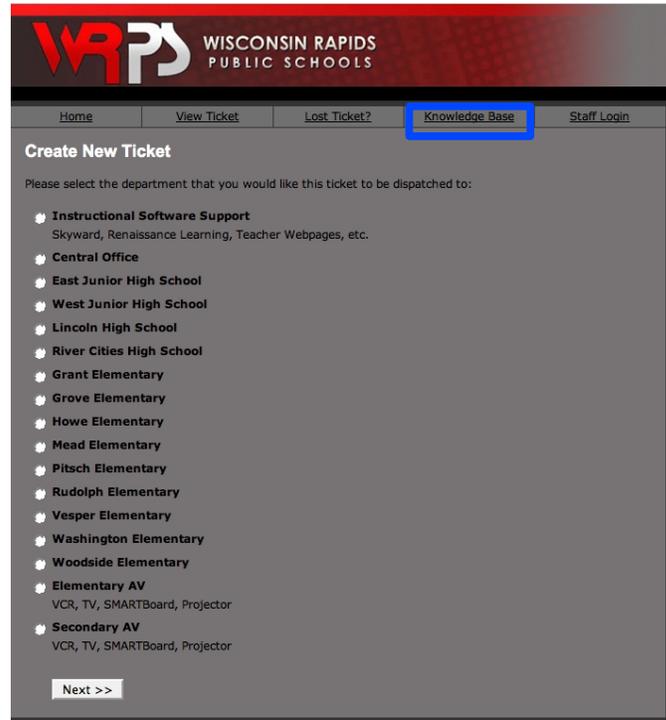
### Attach File

File:

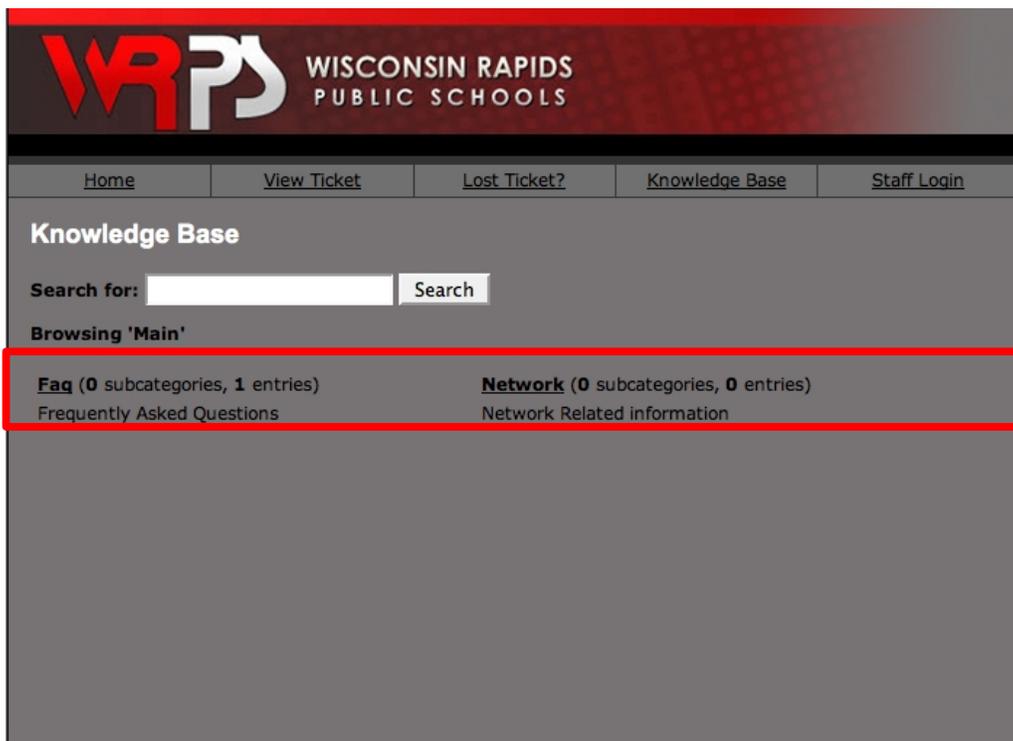
## Using the Knowledge Base

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

1. 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.



**Computer Shutdowns**

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**SYMPTOMS**

Unexpected shutdowns, no viruses

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**SOLUTION**

Over heating make sure your computer is properly ventilated.