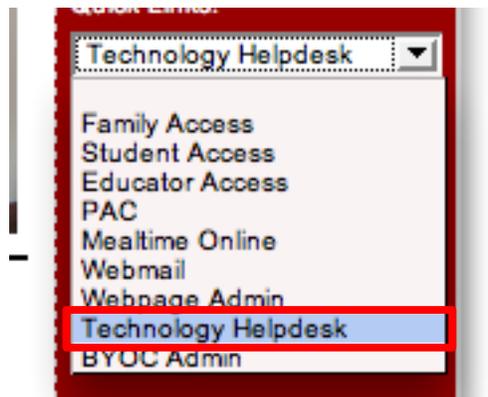


Using the Online Helpdesk as Support Staff

The 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. As Instructional Technology contacts, you will be the first line of support for these help requests. Directions follow if you need to escalate the request to someone in the Technology Support department. To make this system worthwhile, help requests must be dealt with on a timely basis.

Logging In

1. Select the “**Technology Helpdesk**” link on the right side bar of the homepage on www.wrps.org.



2. You will be brought to the helpdesk page. To login click, “**Staff Login**” on the top right corner of the page.

A screenshot of the Wisconsin Rapids Public Schools (WRPS) helpdesk homepage. The header features the WRPS logo and the text 'WISCONSIN RAPIDS PUBLIC SCHOOLS'. Below the header is a navigation bar with links for 'Home', 'View Ticket', 'Lost Ticket?', 'Knowledge Base', and 'Staff Login'. The 'Staff Login' link is highlighted with a blue box. The main content area is titled 'Create New Ticket' and contains a list of departments to select for ticket dispatch. The departments listed are: Instructional 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, Elementary AV, and Secondary AV. At the bottom of the list is a 'Next >>' button. The footer of the page reads 'Powered by PMOS Help Desk'.

3. Enter your **email address** and **password** then click “**Login**.”

WRPS WISCONSIN RAPIDS PUBLIC SCHOOLS

PMOS Help Desk 2.5

Tickets	Site & User Management	Departments	Miscellaneous
<input type="checkbox"/> Browse <input type="checkbox"/> Statistics <input type="checkbox"/> Create Ticket <input type="checkbox"/> Help Desk Home	<input type="checkbox"/> View/Manage Users <input type="checkbox"/> Edit Your Profile & Options <input type="checkbox"/> Knowledge Base	<input type="checkbox"/> View/Manage Departments <input type="checkbox"/> Department Auto-Replies	<input type="checkbox"/> Message Center <input type="checkbox"/> Manual <input type="checkbox"/> PMOS Help Desk Home

Ticket ID:

Not logged in.

Please enter your email address and password to login to your help desk account. If you forgot your password, simply enter just your email address (no password) and an email allowing you to change it will be sent.

Email:

Password:

PMOS Help Desk 2.5
Powered by [PMOS Help Desk](#)

4. Now that you are logged in, you can administer your account, answer help requests and/or read the PMOS online manual.

WRPS WISCONSIN RAPIDS PUBLIC SCHOOLS

PMOS Help Desk 2.5

Tickets	Site & User Management	Departments	Miscellaneous
<input type="checkbox"/> Browse <input type="checkbox"/> Statistics <input type="checkbox"/> Create Ticket <input type="checkbox"/> Help Desk Home	<input type="checkbox"/> View/Manage Users <input type="checkbox"/> Edit Your Profile & Options <input type="checkbox"/> Knowledge Base	<input type="checkbox"/> View/Manage Departments <input type="checkbox"/> Department Auto-Replies	<input type="checkbox"/> Message Center <input type="checkbox"/> Manual <input type="checkbox"/> PMOS Help Desk Home

Ticket ID:

You have no new [messages](#). logged in. You can [log out](#).

Search: In: [Subject](#) Priority: [Any](#) Dept: [Instructional Software Support](#)

Only show tickets with new replies
 Show closed tickets
 Only show tickets I've posted in

Order By: [Recent Activity \(New to Old\)](#) Results:

Browsing 1 Ticket(s)

<input type="checkbox"/>	Ticket#	Submitter	Subject	Department	Priority	Status	Posts	Last Activity	Last Post
<input type="checkbox"/>	48A99B56	Jon	WRPS Webpages	Instructional Software Support	Low	Open	1	6m	Jon

Mass Reply

PMOS Help Desk 2.5
Powered by [PMOS Help Desk](#)

Answering a Help Request/Ticket

The help requests are listed in the table when you log in. To reply to a request click on the [request itself](#).

Browsing 1 Ticket(s)

<input type="checkbox"/>	Ticket#	Submitter	Subject	Department	Priority	Status	Posts	Last Activity	Last Post
<input type="checkbox"/>	48A99B56	Jon	WRPS Webpages	Instructional Software Support	Low	Open	1	32m	Jon

A new page will open that will allow for you to provide a response. Type the response in the **message field**.

The screenshot shows a ticket management interface. At the top, there are action buttons: Post Reply, Print, Attach File, Delete Ticket, and Carbon Copy. Below these are dropdown menus for Move To (No Move), Priority (Low), and Status (Open), along with an Update button. A red box highlights the Flag For dropdown (No Flag) and an OK button. The ticket details include Subject: WRPS Webpages, Created On: August 18, 2008 10:55am CDT, Department: Instructional Software Support, and Priority: Low. The message body contains the text: "I don't know where to log in to update my faculty webpage." and is dated 08-18-2008 10:55am CDT. Below the message, there is a Predefined Reply dropdown (None) and a Delete Selected Reply button. A red box highlights the Message input field. Below the message field are three checkboxes: Save as a predefined reply named (with an empty text box), Close this ticket after replying, and Post as private note (only staff can view). A purple box highlights the Post Reply button and a Reset button. At the bottom, there is an Attach File section with a text box, a Browse... button, and an Attach button. Finally, there is an Email Addresses section with a text box and an Update button (separate with a space).

You can also attach a **file** that can help with the Technical Support. If the ticket is accidentally placed in the wrong category, you can **flag** it for the appropriate user by selecting the user from the drop down box. If the question is a common question you can save the response as a predefined reply by checking the check box “**Save as a predefined reply named**” and enter the name in the text box. When the question appears again, you can select the **Predefined Reply** from the drop down box. After you have finished replying click, “**Post Reply.**”

Administering your Account

To administer your account, click “[Edit Your Profile & Options](#)” on the top bar after you log in.

Tickets	Site & User Management	Departments	Miscellaneous
<input type="checkbox"/> Browse <input type="checkbox"/> Statistics <input type="checkbox"/> Create Ticket <input type="checkbox"/> Help Desk Home	<input type="checkbox"/> View/Manage Users <input type="checkbox"/> Edit Your Profile & Options <input type="checkbox"/> Knowledge Base	<input type="checkbox"/> View/Manage Departments <input type="checkbox"/> Department Auto-Replies	<input type="checkbox"/> Message Center <input type="checkbox"/> Manual <input type="checkbox"/> PMOS Help Desk Home

Ticket ID:

From here you can manage your account. You can change your **password**, make sure you are **notified** when tickets are created or replied to and make a **customized signature** for the bottom of the tickets that you reply to. When finished, click “**update**” on the bottom of the screen.

Your Profile & Options

- General Settings -

Name:
Email:
SMS Email:

Password: (Leave blank to keep same password)
 Password Again:

- Email Notifications -

Notifications will be sent to your email and SMS email (if specified).

Notify me when new tickets are created
 Notify me when customers reply to tickets I've handled

- Other Options -

Save my login information

- Signature -

Your signature (if specified) will be displayed at the bottom of each post you make when responding to tickets.

PMOS Help Manual

If you want to learn more about the PMOS system, there is a help manual available. Once you login, the [manual](#) is available on top links under Miscellaneous.

Tickets	Site & User Management	Departments	Miscellaneous
<ul style="list-style-type: none"><input type="checkbox"/> Browse<input type="checkbox"/> Statistics<input type="checkbox"/> Create Ticket<input type="checkbox"/> Help Desk Home	<ul style="list-style-type: none"><input type="checkbox"/> View/Manage Users<input type="checkbox"/> Edit Your Profile & Options<input type="checkbox"/> Knowledge Base	<ul style="list-style-type: none"><input type="checkbox"/> View/Manage Departments<input type="checkbox"/> Department Auto-Replies	<ul style="list-style-type: none"><input type="checkbox"/> Message Center<input type="checkbox"/> Manual<input type="checkbox"/> PMOS Help Desk Home

Ticket ID: