

WEB Help Desk – What is WEB Help Desk

Effective: 08/18

Created By: Cliff Ayers



What is WEB Help Desk?

WEB Help Desk is the new unified help request ticketing system for Communications, Sapphire, and Technology. This new system offers a place to easily submit, view, and track the progress of your help requests. A repository of useful FAQs will also be housed here to assist users with common requests.

WEB Help Desk will be replacing calling and emailing the Help Desk to submit help request tickets.



WEB Help Desk

How Do I Get to WEB Help Desk?

WEB Help Desk can be accessed either by the new desktop shortcut or with your preferred web browser (Chrome, Firefox, Internet Explorer) with the following address:

<http://solarwinds.ycs.k12.pa.us>

**Must be on the district network to access WEB Help Desk.*

What Login Should I Use?

WEB Help Desk uses your current district/network login. This is the same username and password used for logging into your district email and any district computer.

What If I Can't Access Web Help Desk?

The Office Manager of your building will be able to submit a help request ticket on your behalf if you are unable to login.

For More Information:

WEB Help Desk – A Client Overview

WEB Help Desk – Submitting a Help Request Ticket

WEB Help Desk – Additional Overview for Client Admins

WEB Help Desk – Submitting a Help Request Ticket for Another Client

WEB Help Desk – Additional Overview for Approvers