

WEB Help Desk – Submitting a Help Request Ticket

Effective: 08/18

Created By: Cliff Ayers



PURPOSE:

A walkthrough on how to submit a help request ticket through WEB Help Desk.

GENERAL GUIDANCE NOTES:

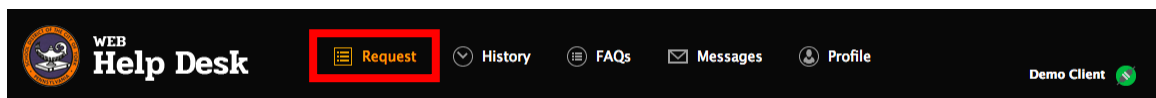
- Must be on the district network to access WEB Help Desk.

PROCEDURE:

1. Access WEB Help Desk via desktop shortcut or via URL:
<http://solarwinds.ycs.k12.pa.us>
2. Login using your current district/network login.

A screenshot of the WEB Help Desk login page. The page has a dark background. At the top, it says "Log In". Below that are two input fields: "User Name" and "Password", each with a small icon on the right side. Under the password field is a checkbox labeled "Remember me". At the bottom, there is a blue "Log In" button and a link for "Forgot Password".

3. Click **Request** at the top of the page.





4. Enter the details for the Help Request Ticket.

Help Request

a Request Type Technology Hardware Issues Laptop Unexpected Reboot

b Subject Keeps restarting

c Instructions Issues where laptop unexpectedly reboots during regular use.

d Request Detail The laptop restarts everytime I open Internet Explorer.

e Best Time for Visit 08/20/18 3 : 30 am pm

f Carbon Copy (Cc:) Enabled

g Location McKinley K-8 Room 122 (Computer Lab)

Select Asset

i You may also search for an Asset (Asset number, serial number, network name), or select a Model.

Model

Type

Model Not Applicable / Found

h

- a. **Request Type** – Select the appropriate type for the help request using the drop-down selections.
- b. **Subject** – Enter the appropriate subject for the help request.
- c. **Instructions** – Special instructions that may appear depending on request type.
- d. **Request Detail** – Enter the appropriate description for the help request.
- e. **Best Time for Visit** – Best time for a tech to visit for help request requiring an in person visit.
- f. **Carbon Copy (Cc:)** – (Optional) Enter an email to copy a particular person on the help request ticket.
- g. **Location** – Select the building and room where the help request is needed.
- h. Click **Save** to submit help request ticket.

Note: Actual fields may vary depending on the help request type.

WEB Help Desk – Submitting a Help Request Ticket

Effective: 08/18

Created By: Cliff Ayers



5. A confirmation page will display after submitting the help request ticket.

Thank You!

Your ticket number is **44**.

You can use the **History** button above to check the status of your ticket.

An email confirmation is on its way to **democlient@ycs.k12.pa.us**.