



# From the Office of Technology

## Proviso Township High School District 209



# New HelpDesk Portal Instructions

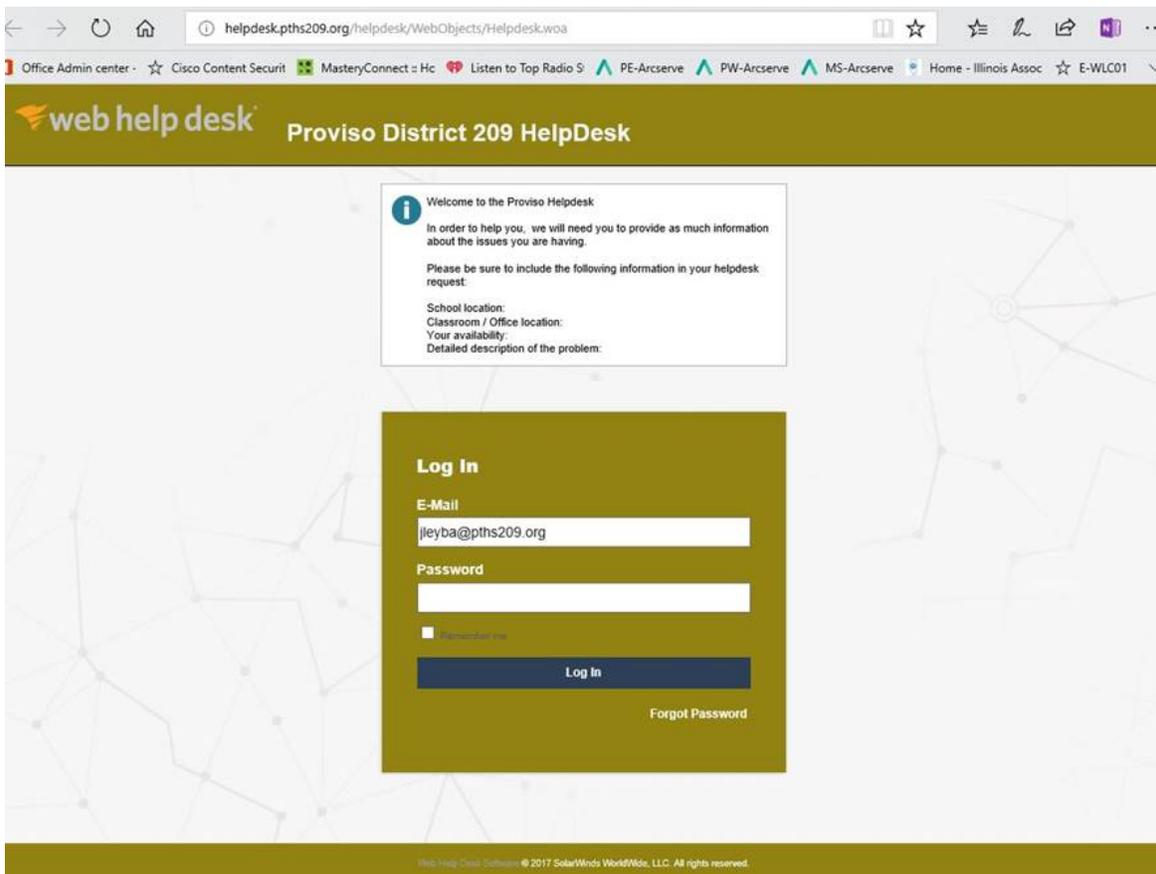
**ATTENTION ATTENTION ATTENTION**

>>>Though you can still send us a ticket by sending an email to [helpdesk@pths209.org](mailto:helpdesk@pths209.org) or calling 5911, the preferred method is now to use the **HelpDesk Portal**.<<<

1) Find the HelpDesk icon on your Desktop and click on it.



2) Login using your Computer Login credentials (E-Mail and password)



3) Please fill out your information

The screenshot shows a web interface for creating a help request. At the top, there are navigation tabs: Request, History, FAQs, Messages, and Profile. The main heading is "Help Request". Below this, there are four input fields: "Request Type" (a dropdown menu), "Subject" (a text box), "Request Detail" (a large text area), and "Location" (a dropdown menu). At the bottom of the form, there are two buttons: "Save" and "Cancel".

4) Select the Request Type

This screenshot shows the "Request Type" dropdown menu expanded. The list of options includes: Cart / AV Requests, Copier/Printer/Toner Database, Desktop Issues (highlighted in blue), General /Other, Network Issues, O365-Email-WebApps, Phone/Voicemail, Powerschool, Security, User account issues, and Website Requests.

This screenshot shows the "Request Type" dropdown menu set to "Desktop Issues". A sub-menu is open, showing further options: Apple Devices, Applications, Other (highlighted in blue), Printing issues, and Software Install - Upgrade. Other fields like "Subject", "Request Detail", "Availability\*", "Room #", "Attachments", and "Location" are also visible.

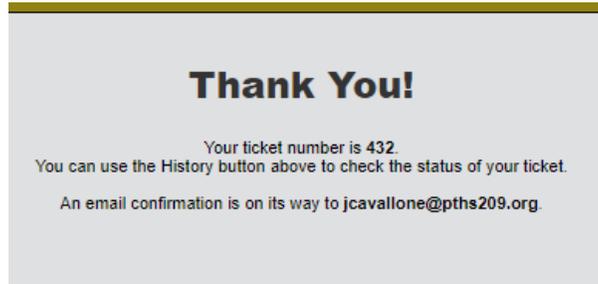
5) Please complete each field including Subject, Request Detail and Location

This screenshot shows the "Help Request" form with the following information entered: "Request Type" is set to "Desktop Issues" and "Other"; "Subject" is "Cannot Connect to Monitor"; "Request Detail" contains the text "I have a laptop and I want to connect to my monitor"; and "Location" is set to "Proviso West". A "Select Asset" dropdown menu is open, showing options: Proviso East, Proviso Math & Science, and Proviso West (highlighted in blue). A message at the bottom left says "Please select a Model."

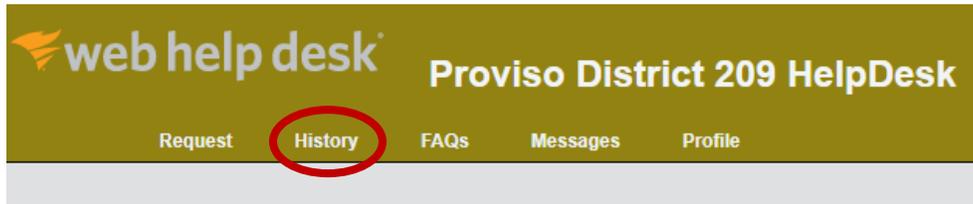
6) Click "SAVE" when you finish

Model

7) You will be given a ticket number



8) You can Track your tickets by clicking on "History"



9) Click on the ticket number to see details, check the status of your ticket or add notes.

**Ticket History**

Ticket No.  Status  Contains

No.	Date	Updated	Status	Request Detail
<a href="#">432</a>	8/16/18	8/16/18	Open	Test Test Test Cannot Connect to Monitor: I have a laptop and I want to connect to my monitor Delete...

<< < 1 item > >>

10) Don't forget to click "Save" if you modify your request.

**Ticket 432**

Report Date: 8/16/18 8:44 am  
Status: Open  
Location: Proviso West  
Request Type: Desktop Issues & Other  
Subject: Test Test Test Cannot Connect to Monitor  
Request Detail: I have a laptop and I want to connect to my monitor  
Delete Detail Delete

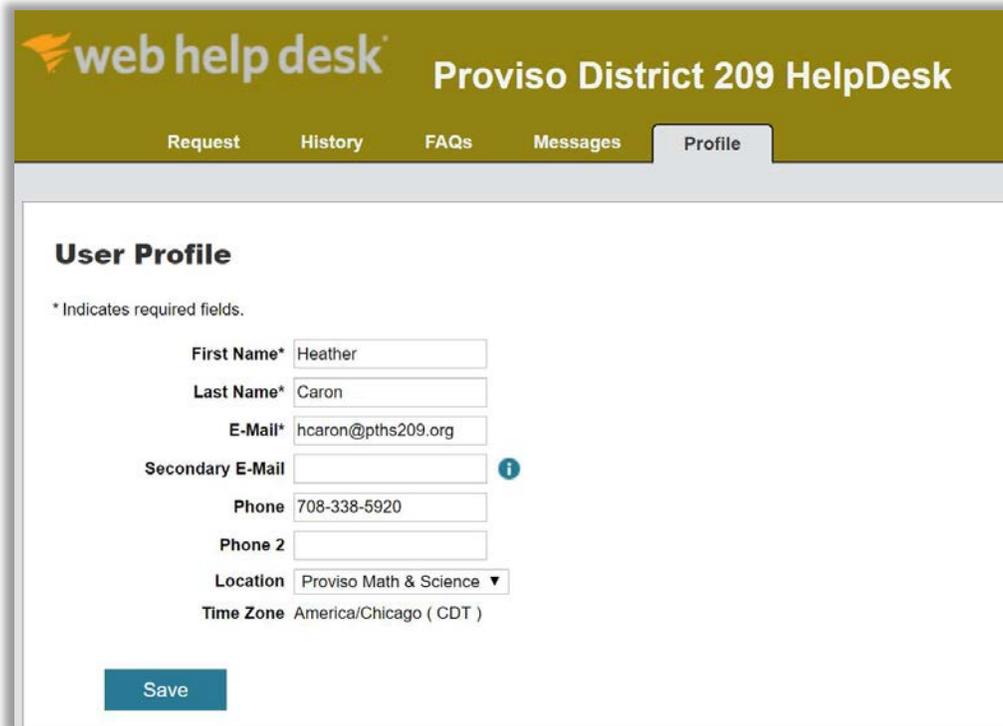
Attachments:

Notes: 

Date	Name	Note Text
<input type="text"/>		

## Additional Information

By clicking on the Profile Section you can keep your information updated.



The screenshot shows the 'User Profile' page of the Proviso District 209 HelpDesk. The page has a green header with the 'web help desk' logo and the text 'Proviso District 209 HelpDesk'. Below the header is a navigation bar with tabs for 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. The 'Profile' tab is selected. The main content area is titled 'User Profile' and contains a form with the following fields:

- First Name\***: Heather
- Last Name\***: Caron
- E-Mail\***: hcaron@pths209.org
- Secondary E-Mail**: (empty field with an information icon)
- Phone**: 708-338-5920
- Phone 2**: (empty field)
- Location**: Proviso Math & Science (dropdown menu)
- Time Zone**: America/Chicago ( CDT )

A 'Save' button is located at the bottom left of the form area.