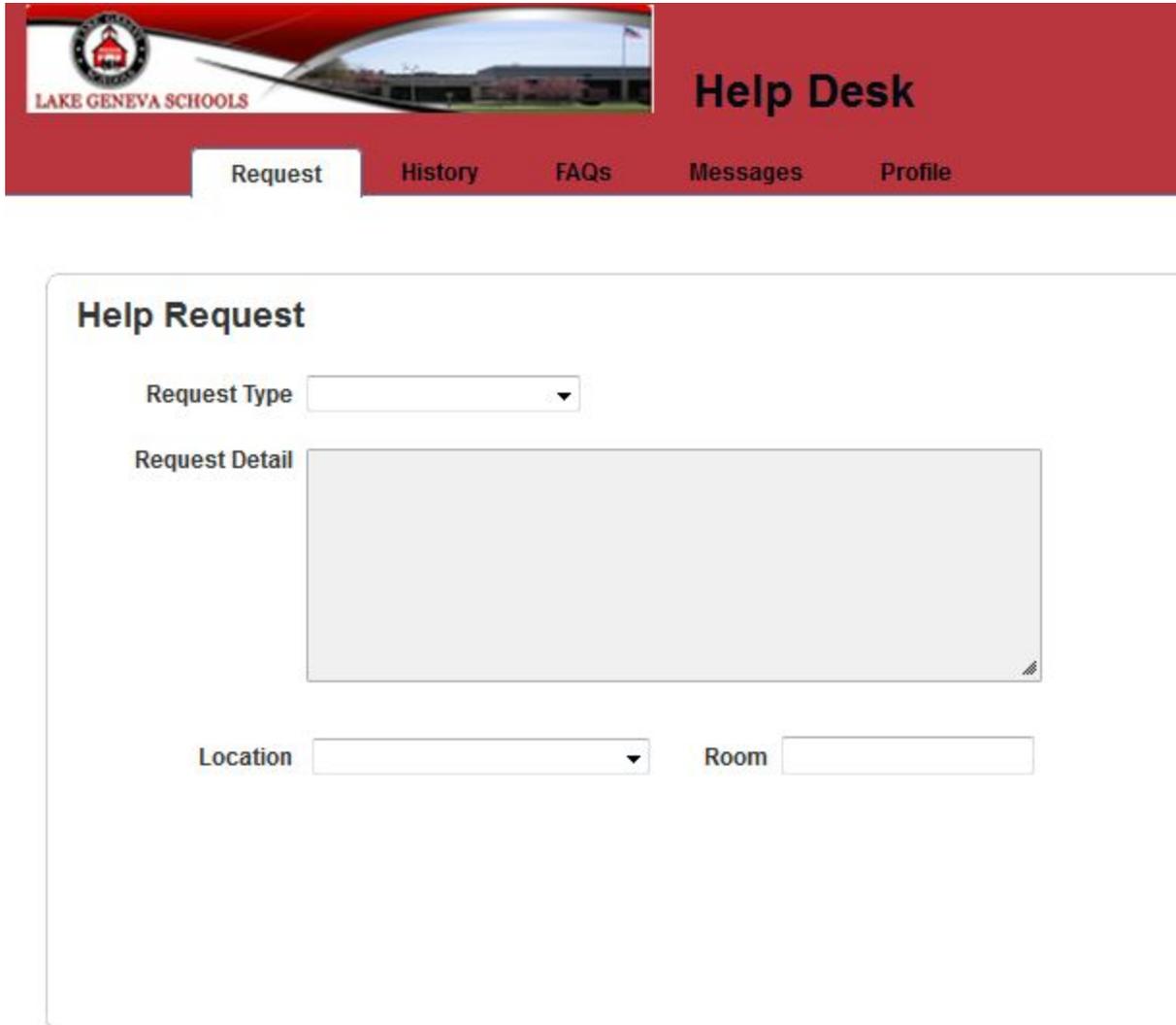


Creating a ticket



The screenshot displays the 'Help Desk' interface for Lake Geneva Schools. At the top left is the school's logo and name. To the right, the text 'Help Desk' is prominently displayed. Below this, a navigation bar contains five tabs: 'Request' (which is highlighted), 'History', 'FAQs', 'Messages', and 'Profile'. The main content area is titled 'Help Request' and contains the following form elements:

- Request Type:** A dropdown menu.
- Request Detail:** A large, empty text area for providing information about the request.
- Location:** A dropdown menu.
- Room:** A text input field.

From the initial screen, you can choose to create a Help Request, check on a ticket you have already submitted under the History tab, look for answers to common problems under FAQs, check Messages, or edit your Profile. All of these options are listed across the top of your screen on separate tabs.

The Help Request page is what you will see after logging in and is under the Request tab at the top. After choosing the request type from the dropdown menu, you can add detail to the text window. Depending on the type of request you selected, you may be asked additional questions. Please answer any questions that are posed and be as specific as you can in the detail. This will assure that we have enough information to resolve the issue quickly. You will also need to choose the building under Location, and put in the room number. All of this information will be included in the ticket you submit and can be edited, or added to, later by logging back in and checking on your tickets in History.



Help Request

Request Type

Instructions Please include any error messages or sounds

Request Detail

Have you re-started? Yes No

Attachments

Location Room

You will also receive an email to confirm that you have successfully submitted your ticket.

Thank You!

Your ticket number is 20.

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

An email confirmation is on its way to cathy.pierson@badger.k12.wi.us.

I can now see the ticket if I click on History and switch to that tab:

Ticket History

Ticket No. Status Contains

No.	Date	Updated	Status	Request Detail
20	10/15/15	10/15/15	Open	My laptop is having problems with launching Word. It is giving me and window that wants to install a...

If I want to edit the ticket, I simply click on the number in the blue button to the left. I can add another note to the detail or even cancel the ticket if I realize the problem is gone.

I can also do all of those things from the email that was sent as a confirmation:

← 📧 ⚠️ 🗑️ 📁 🏷️ More

Ticket 20 Open --> My laptop is having problems with launching Wor... Inbox x

helpdesk 9:43 AM (5 minutes ago) ☆

to me ▾

Ticket 20

Cathy, thanks for using the help desk. You can check the status of your ticket (20) at <http://LGSD-WHD:8081/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=20>

[Add Note](#) [Cancel Ticket](#)

On 10/15/15, at 9:08 am, Cathy Pierson wrote:
My laptop is having problems with launching Word. It is giving me and window that wants to install a new feature. It then requests the disk. This began two days ago.

You will be notified of a resolution or the status of your problem when tech support has worked on your issue. If you want to check on the status, just log back in and select that ticket. If your problem is resolved and you no longer need help from tech support, you can go in and indicate so on the ticket and request that it be closed.