



## Help Desk Portal Reference Guide

Please access the Help Desk Portal to: report issues, request assistance, find solutions for troubleshooting and to request Adds, Changes and Deletes (new employees, requests for hardware/software and demographic changes).



<https://helpdesk.calhounisd.org>. Review the Welcome screen for instructions, as well as review the public messages for pertinent information. The message page contains important information and events **regarding systems status and scheduled maintenance**. Please take a moment to review them.

**NOTICE:**

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**Welcome** to the Calhoun ISD Help Desk Portal  
The CISD Help Desk Portal is intended for the use of the Calhoun ISD and supported districts.  
**Please** review your profile settings each time you log in so we have the most up-to-date contact information, this will greatly expedite our ability to resolve your issue.

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If you are a district supported by CISD, login using your district e-mail and the same password you use to log in to your computer every day.  
All others please create an account using the option below.

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### 1 Log into Help Desk Portal:

Log in to the Help Desk Portal using your email address as your username and network password. (The same username/password you use to log in to your email every morning.) This pertains to districts where CISD provides technical support (i.e. Athens, Calhoun Community High School, Coldwater, Mar Lee, Marshall Academy, Tekonsha)



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### 2 Check Your Profile:

Please review your profile **each time** to make sure the latest contact information is available. ***Our ability to rapidly respond to your issues is based on up to date contact information.***



**User Profile**

\* Indicates required fields.

First Name\*

Last Name\*

E-Mail\*

Secondary E-Mail  ⓘ

Phone\*

Phone 2

Location\*

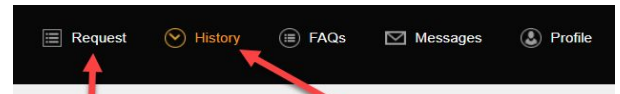
Room

Time Zone: America/New\_York (EDT)

### 3 Create/Update a Help Desk Ticket:

Click the **Request** button to submit your trouble ticket, or click **History** to update a ticket.

The FAQ page is where you can find information to help you troubleshoot your problem.



**CLICK HERE TO CREATE A NEW TICKET**

**CLICK HERE TO UPDATE A TICKET**

1. Select a problem **type**.
2. Select a **subtype** to further refine your request
3. Fill in the **detail** box
4. **Answer** any questions that may appear to let us better assist you. Include as much detail as possible including the date, time and location the issue first appeared, if the issue is impacting more than 1 staff member, the best time to contact you and your preferred method of contact.
5. Click the **Save** button when you have finished.

**Help Request**

Request Type

Request Detail

Location  Room

**CLICK THESE DROPDOWNS AND SELECT THE APPROPRIATE ENTRY FOR YOUR REQUEST**

**ADD DETAILED NOTES HERE, THEN CLICK SAVE**



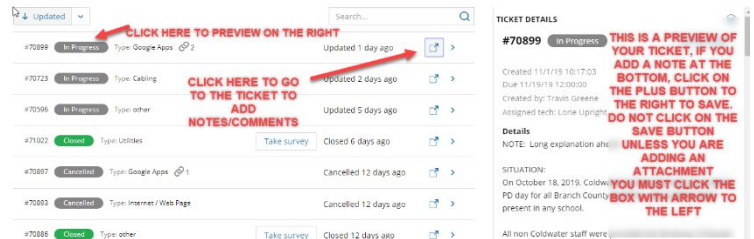
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A confirmation email will be sent to you, and someone will be assigned to your trouble ticket. They will contact you shortly about resolving the issue. You may always review the status and any notes related to your issue by logging back into the system and clicking the **History** button. Please do not reply to the email, log into Help Desk and update your ticket.

### 4 Update your Help Desk Ticket:

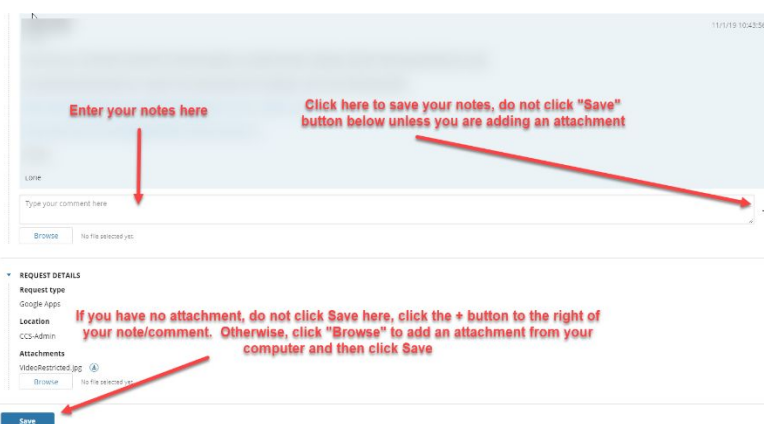
Press the **History** button to display your Help Desk tickets. By default it will show all tickets (open and closed). It is possible to filter the tickets using the Status dropdown to see just open,

pending or closed tickets. It is also possible to see one specific ticket by entering its number in the **Ticket No.** dialog box and clicking on the **Search** button. To add further information to your request, open your ticket in the Help Desk Portal (click on the box with the arrow), add further information and click the + button to save. **Please do not email the technician directly OR reply to the Help Desk email.** This helps ensure all information about your request is saved with the ticket. This is particularly helpful if the request is assigned to another technician.



### 5 Review your ticket:

Once a ticket is closed, you may **reopen the ticket** by going into ticket history and adding a note. This will automatically reopen the ticket.

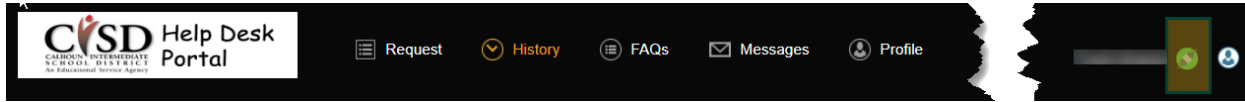




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### 6 Logout:

Click the Logout button to exit the system.



If you are unable to access the Help Desk portal, you can contact the help desk at (269) 789-2474.