

Instructions for Using Eaton ISD/ERPS Help Desk

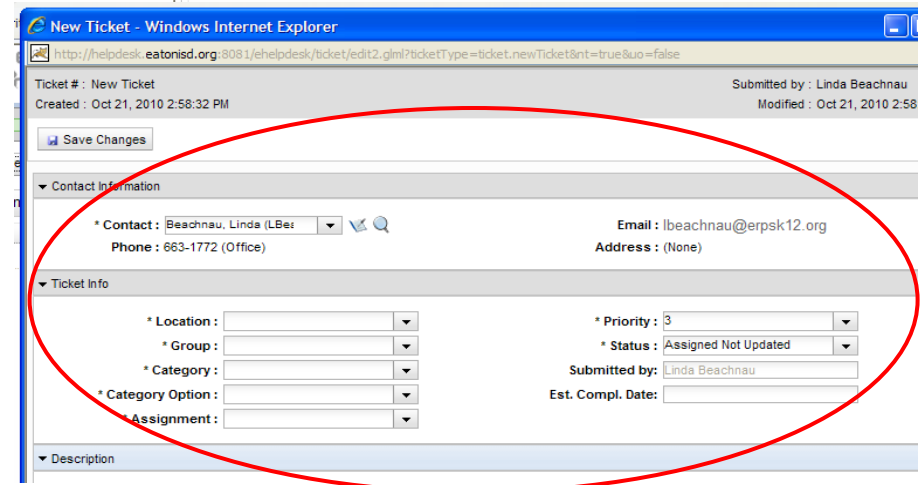
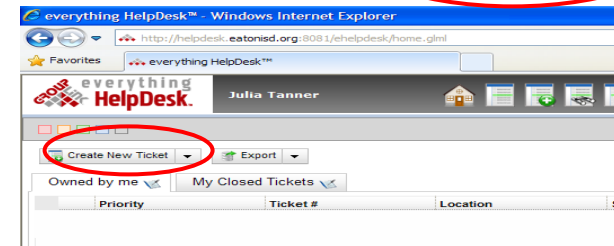
Accessing the Help Desk via the Internet

1. Open a web browser and go to <http://helpdesk.eatonisd.org>.
2. You will then see the login prompts for “Everything HelpDesk”. Your “Login ID” is the same as your ERPS user name, and your password is “er2k11”. Once you have entered the information, click “Login”.



Creating a New Ticket

1. Near the upper right hand corner, click on the icon for “Create New Ticket”. A new window will pop-up.
2. You will notice that your contact information has already been filled in.
3. Fill in the following Ticket Info follows:
 - a. Location (your building)
 - b. Category– this is the general nature of your request. Use the drop down menu to select a Category
 - c. Category Option– this is the more specific reason for your request. Use the drop down menu to select a Category Option



Please note, the following fields are locked, and will be assigned by the Help Desk staff: “Group”, “Assignment”, “Priority”, “Status”, “Est. Compl. Date”

- d. Subject – this is a brief statement about your problem, such as “Monitor Problem” or “Printing Problem”
- e. If you would like to “courtesy” or “blind” copy someone on this trouble ticket, please their email address in the “CC” or “BC” field.
- f. Note – type in a detailed explanation of your problem, including any steps you have taken to resolve it on your own (ex, restarted computer, checked all cords and connections, etc.). You should also include your room number, and error codes or messages that are showing on your computer, and your planning hour so that a technician knows when it is best to reach you.
- g. You may upload any attachments that might be helpful in resolving your problem, especially screen shots, samples of printing problems or other supporting documentation.
- h. When you have finished documenting your problem or request, click “Save Changes”.

The image shows a web form for submitting a request. The form is titled "Description" and has several input fields: "Subject:", "CC:", "BC:", and "Note:". Below these fields is an "Attachments:" field with a "Browse..." button. At the bottom of the form, there are three checkboxes: "Notification:", "Technician", and "User". A "Save Changes" button is located at the bottom right of the form. A red oval highlights the "Subject:", "CC:", "BC:", and "Note:" fields. Another red oval highlights the "Save Changes" button.

Submitting a Request by Email

1. Open a new email message and address it to helpdesk@eatonisd.org.
2. The “subject” line of your email should be a brief statement of your problem, such as “Monitor Problem” or “Printing Problem”.
3. The body of the email should include a detailed explanation of your problem, including any steps you have taken to resolve it on your own (ex, restarted computer, checked all cords and connections, etc.). You should also include your room number, and error codes or messages that are showing on your computer, and your planning hour so that a technician knows when it is best to reach you.
4. Click send, and your trouble ticket will be submitted.

Submitting a Request by Phone

Phone calls should be placed only when the problem is **very urgent**. Examples of an urgent problem are: Skyward is down for the entire building, Internet is down for the entire building, etc. Problems that only impact a single classroom or user should not be reported via the help desk phone. To place an urgent help desk request via phone, dial (517) 541-8923.