

# Technology Helpdesk “How To”

1. There are four ways to access the helpdesk
  - a. Double click the icon on the desktop called tech helpdesk  
If the icon is not there move to step b.
  - b. Open Internet Explorer, at the top of the District Website there is a link called Help Desk.  
Once again if it is not there move to step c.
  - c. In the address line of Internet Explorer type in this address.  
[helpdesk.kunaschools.org/helpdesk/](http://helpdesk.kunaschools.org/helpdesk/) and press enter
  - d. Send an e-mail to [helpdesk@kunaschools.org](mailto:helpdesk@kunaschools.org) and a helpdesk task will automatically be created for you from the contents of the mail message.

**TIP:** At the Helpdesk login page click on favorites> “Add to favorites”>“ok”. This will allow you to use step b in the future.

2. Login in with your network user name and password.
3. To create a new ticket (report problem) click on “create ticket”
  - a. Choose the school
  - b. Leave priority at medium
  - c. Take your best guess at platform and category
  - d. Fill out the short description (similar to subject of an email)
  - e. Fill out a description of the problem in the last field, try including the computer number and describing the specifics of the problem.
  - f. Once finished click “create ticket”.
4. If you click on “my open tickets” you can see the status of the tickets you have created. All of the tickets that have not been finished will be listed.
  - a. A ticket that is submitted has been sent to the tech but has not been viewed.
  - b. A ticket that is received has been reviewed by the tech but not yet begun work.
  - c. A ticket that says in-progress is being worked on.
  - d. When a tick is closed it has been completed and you should receive an email.
5. “My closed tickets” works the same way as my open tickets but it will list all the tickets that are finished.

If you have any problems using the system, please contact the technology team member assigned in your school via phone or e-mail.

