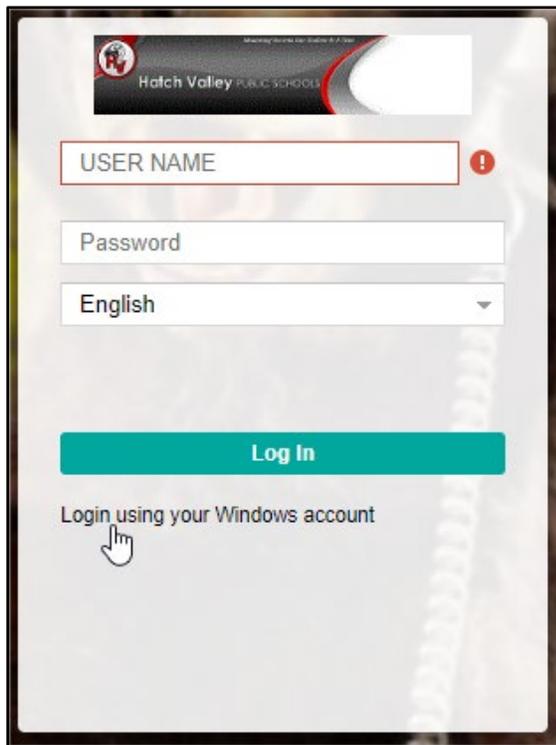


Hatch Valley Public Schools Help Desk login instructions

Below is the URL for the updated Helpdesk. This URL will also be placed as a link under the Technology Department Website.

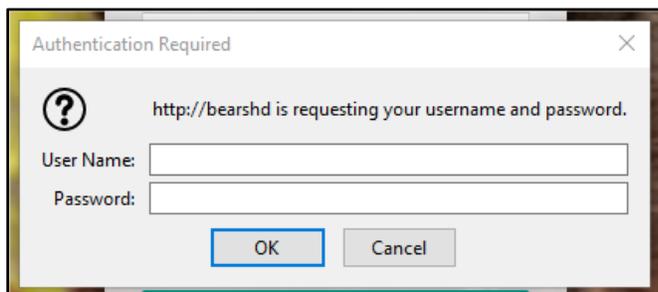
<http://bearshd/TrackIt/SelfService/Account/Login>

The first time you login you will need to select English. There is no need to put in your username and password. Click on the **“Login using your Windows Account”** This will bring you to your helpdesk home page.



The screenshot shows the login interface for Hatch Valley Public Schools. At the top, there is a logo and the text "Hatch Valley PUBLIC SCHOOLS". Below this, there are three input fields: "USER NAME" with a red exclamation mark icon to its right, "Password", and a dropdown menu currently set to "English". A teal "Log In" button is positioned below these fields. Underneath the button, there is a link that says "Login using your Windows account" with a mouse cursor hovering over it.

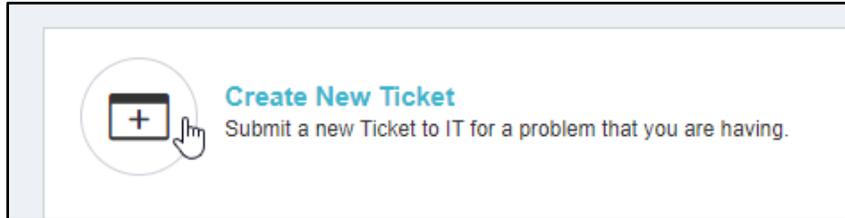
You may be asked for your domain credentials one time. If the below field appears please fill in your Domain credentials. If this does not show up then you will be taken to your Help Desk Homepage.



The screenshot shows a standard Windows "Authentication Required" dialog box. The title bar reads "Authentication Required" with a close button (X) on the right. The main area contains a question mark icon, the text "http://bearshd is requesting your username and password.", and two input fields labeled "User Name:" and "Password:". At the bottom, there are "OK" and "Cancel" buttons.

Hatch Valley Public Schools Help Desk login instructions

To Create a New Ticket simply click on the **“Create New Ticket”** icon.



Then simply fill in the form with the desired information. All fields with **“Red Exclamation Mark”** are required. Please note: If you are reporting broken/damaged Technology Equipment please attach a signed Technology Incident Form on your help desk ticket. If it is **not** there we will be asking for it prior to working on the equipment.

New Ticket

Summary *
 !

Note *
Enter a brief note.
 !

Callback Number *
 !

Priority *
 !

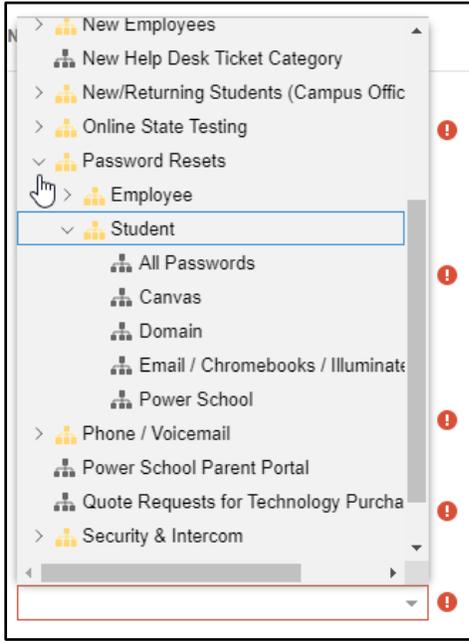
Category *
 !

File Name

Additional Information

Hatch Valley Public Schools Help Desk login instructions

Below is a sample of what you will see when you drop down the **Category** menu. Please note that the Category menu also has Expandable areas to help you find your helpdesk ticket needs easier.

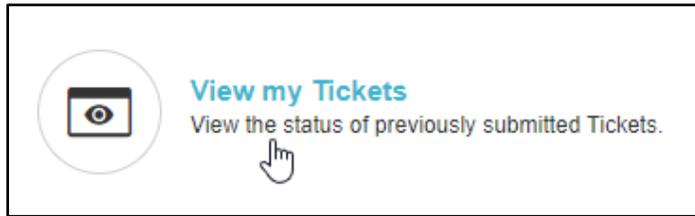


Once everything is fill out simply click on the green “Submit Ticket” button

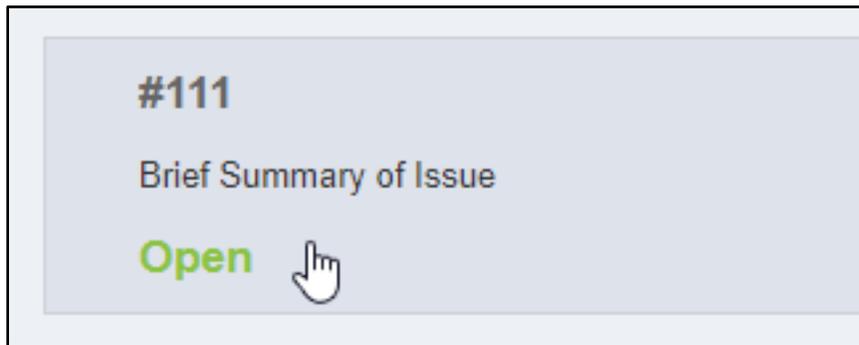
A screenshot of a 'New Ticket' form. The form has several fields: 'Summary' (Brief Summary of Issue), 'Note' (Explanation of ticket), 'Callback Number' (575-267-8247), 'Priority' (1 Week), 'Category' (E-Mail), and 'File Name' (Select a Local File (up to 29 MB) with 'Browse...' and 'Clear' buttons). There is also an 'Additional Information' field with the text 'If more room is needed to explain ticket'. At the bottom, there are two 'Submit Ticket' buttons, one of which is highlighted in green and has a mouse cursor pointing at it.

Hatch Valley Public Schools Help Desk login instructions

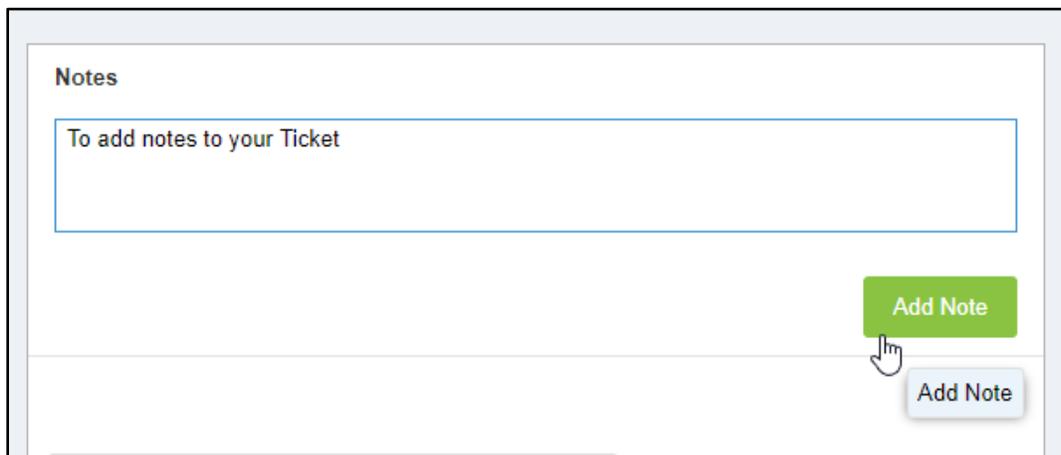
To view your tickets, from the Help Desk home page click on the “View my Tickets” button



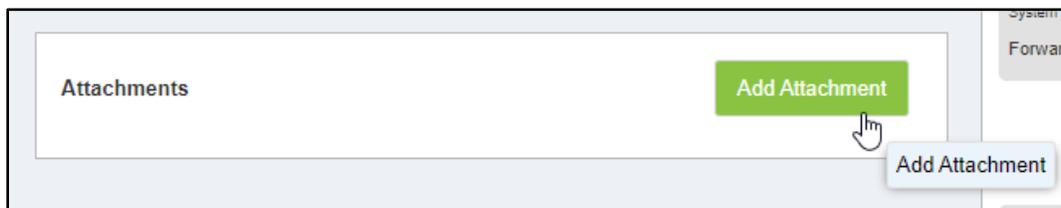
Find the ticket you want to review or update and click on it.



To add a note, simply fill in the note information the click on the green “Add Note” Button.

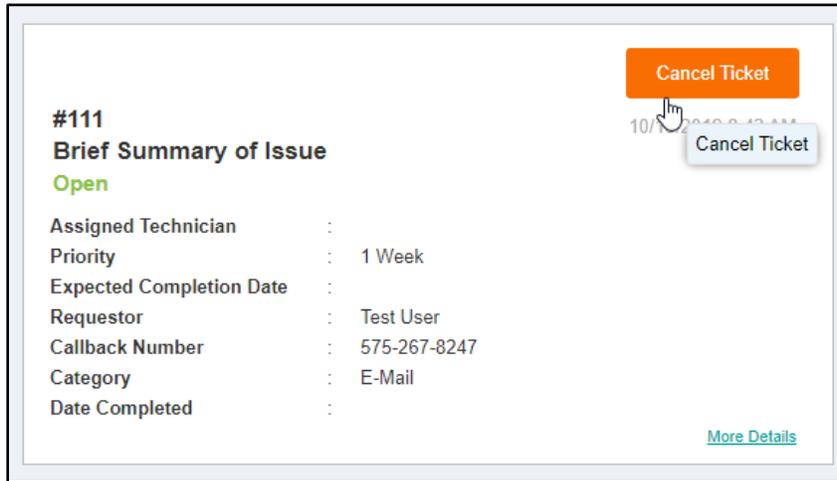


To add an attachment, simply click on the green “Add Attachment” button.



Hatch Valley Public Schools Help Desk login instructions

To cancel your ticket, simply click on the orange “Cancel Ticket” button.



To log out, in the top right corner you will see your name with a drop-down arrow. Click on the drop-down arrow and then click on “Log Out”

