FreshDesk User Directions

24 April 2014 / 7 July 2016

Access FreshDesk Technology Work Order (ticketing) System:
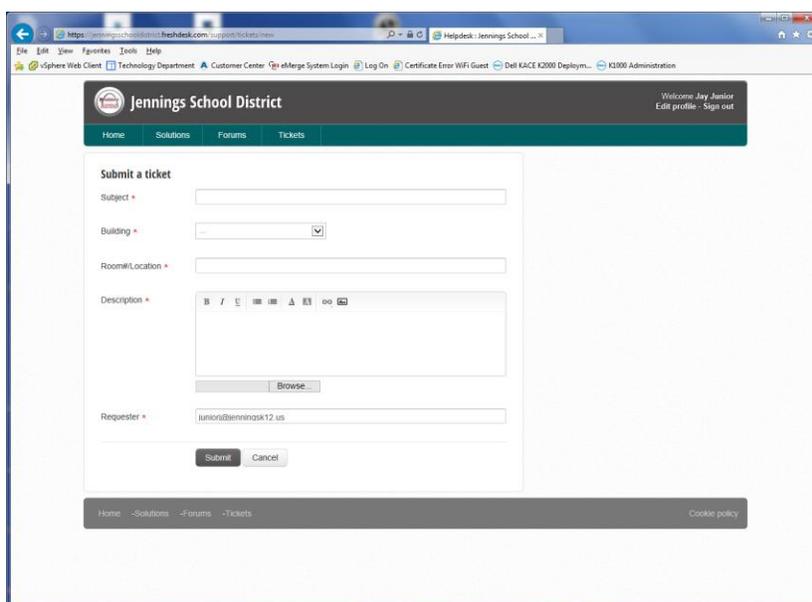1. Go to to the JSD Web Home Page - http://www.jenningsk12.org/
   a. Near the bottom of the Web page, left panel follow these links "*Employee Resources*"> "**Ticketing Systems**:" > "**Technology Customer Assistance Center**" takes you to the JSD FreshDesk Login.(**see 3**. below).

2. Use the link below to go directly to JSD FreshDesk https://jenningsschooldistrict.freshdesk.com/support/login

3. You can use your **Google Login** to access JSD FreshDesk. Click the button that says "*Google*" on the right side if the page. Make sure you use **your Google Login credentials** and password*. The* **.us** user*, i.e.* SmithJ@jenningsk12.us **–** type yours in the "**Email**" box.

Create a Work Order (Ticket) in JSD FreshDesk Technology Work Order System:
After typing and correctly entering your Google credentials the FreshDesk page will open to the **Home page**. There are **Four tabs** at the top of this page explained later in this Document:

Click on "**New support ticket**" and the *Submit a ticket* page opens:

1) **Subject**: Identify your issue; consider this a title *i.e*. "*PC won't Start*"
2) **Building**: Identify your School, Office or district location from the dropdown
3) **Room#/Location**: Identify the location of the issue*, i.e*. FEP W101, NE LMC
4) **Description**: Provide the best description of the problem, issue or question that you can, i.e. "*My Teacher Workstation won't start but I can see keyboard lights.*" Contact information such as phone numbers may help us.
5) **Browse**: If you need to **attach a file or document** you can browse your PC and attach it.
6) **Requester**: Type in your (or requestor's Gmail address) *i.e.* **SmithJ@jenningsk12.org**. Once you have typed an address it will be available as an auto-fill choice.
7) **Submit**: This sends the request to Tech Support. **Note the Ticket #** after you have submitted your ticket. This can be used for follow-up.
8) **Sign out**: Upper right of page, click to sign out when you are finished

TIPS:

✓ We need to know where you and your issue are **located**. Sticky notes can help ID problem equipment and so can good ticket descriptions (*Student PC-1, first row*).

✓ Contact information such as phone numbers may help us clarify issues.

✓ If it's equipment that's the problem be sure to ID it, (PC, Student PC, Phone, Printer)

✓ If the issue involves software or applications please try to ID the problem App (Word, Office. Internet, Gmail, SISK12, *etc*.)

✓ Every Dell PC has a **Tag#** that can be found on top or on back of the PC. This can be useful to us but if it's not easy to find, don't worry, we'll contact you if we need it.

✓ If you need me you can contact **Ron at X8146**

TABS

(**NOTE:** On the right side of the page you can start or check Tickets with any tab selected.)

Home – You can search the JSD FreshDesk System but there's not much there right now as we begin with this system. **To find a Ticket**, search "ticket #< number> *i.e*. **ticket #41**

Solutions: This will be a list of items we have created to help our JSD users. It's not populated yet.

Forums: JSD User input and questions for discussion and tips among our clients.

Tickets: *Check ticket status* will take you here too. "**Open or Pending**" tickets are shown by default but click on the drop down menu next to **Open or Pending** and you can also choose "*All tickets*" and "*Resolved or Closed*" tickets.

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