

New Milford Public Schools Technology Helpdesk Guide



This guide is to assist you when submitting a HelpDesk Request Ticket.

Look for the icon on your desktop called “Technology HelpDesk Ticket System”.



Or navigate to <http://helpdesk.newmilfordps.org/selfservice.aspx>

SECTION: Signing In

You will be prompted for your *username and password that you use to sign into your computer.*

Authentication Required

http://helpdesk.newmilfordps.org requires a username and password.
Your connection to this site is not private.

User Name:

Password:

This will bring you to the helpdesk form:

Attachments
Create New Ticket
✔ Save

Location

Site Name

Location

Room Number

Customer

Who is this ticket for?

Name

Email

Phone Number

SECTION: Location and Customer

The location section will be automatically filled out for you. If you are in multiple schools and the issue you are having is not in your default school, you can click the location field and change it. Also you will need to let us know the room number you are having the issue in.

The customer section will also be filled out for you, with the exception of phone number.

If you are submitting the ticket for another staff member you will click on the “Me field” and it will change it to “Someone else” and open up a new page “search active directory”. Clicking on “search active directory” will open a new dialogue box:

Search Active Directory

Username

You can search by first name, last name, both or network username just by typing it in the field to the right of “Username” and then clicking on “Choose User” and selecting the user. This automatically fills in the Customer information.

SECTION: Notification

In this section you will be letting us know what the issue is you need assistance with.

Notification

Notify me of ticket changes Yes

Notify Additional Users

What type of problem are you experiencing?

Event Type

Event Area

Event Definition

Please provide any additional information that describes your problem.

Asset with problem

Location	Room Number	Owner
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Choose Asset

Save

By default the “Notify me of ticket changes” is selected to notify you.

If you would like your supervisor or department leader to be aware of the issue you can enter their email address into the field “Notify Additional Users”.

What type of problem are you experiencing?

This Area is broken out into 1 main category and 1 sub category (if applicable).

Clicking on Event Type will display the predefined main categories. They are the following:

Event Type
01 Can Not Login
02 Smartboard / Projector
03 Chrome Device
04 Outlook
05 Printer / Copier
06 Software
07 School Website
08 Network
09 Apple iPad
10 Phones
11 Supplies (Technology related)
15 Training
20 Not Listed

Once you choose the main category then click on the Event Area. We will use “02 Smartboard / Projector” as an example to show you the sub categories:

02 Smartboard / Projector

Event Area
Bulb / Temperture
Calibration
No Sound
Not Responding to Touch
Other
Remote
Smart Ink Tool

After filling out the main category and the sub category there is an area where you can provide more information that you think we might need to know.

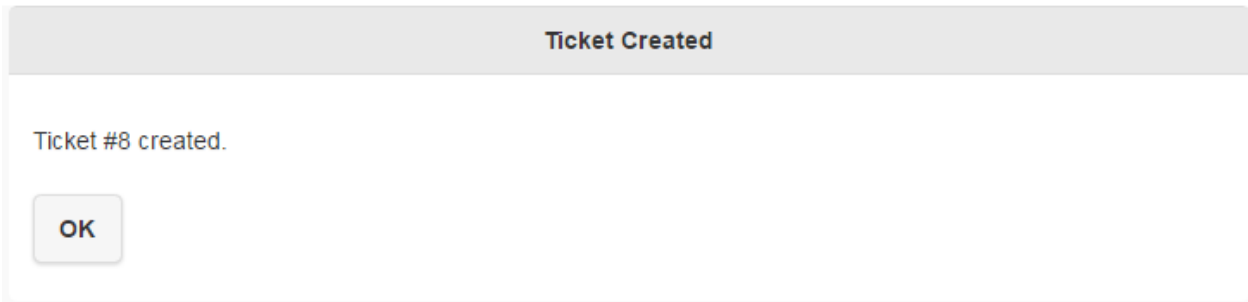
Please provide any additional information that describes your problem.

Made a loud pop sound then turned off and will not turn back on.

When you are done you can click on the Save button.

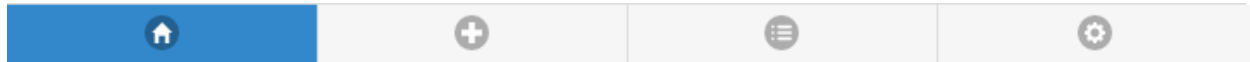


You will get an on screen confirmation and an email that the ticket was submitted:



SECTION: MENU BAR

At the bottom of the ticketing system you will see a menu bar:



This is in development. It will be used to inform customer about outages or important computer related information.



Create a new helpdesk ticket



Check on Ticket Status



Settings for default information when submitting a ticket.