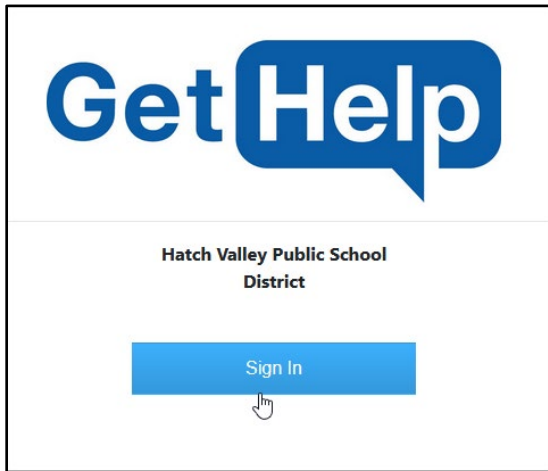
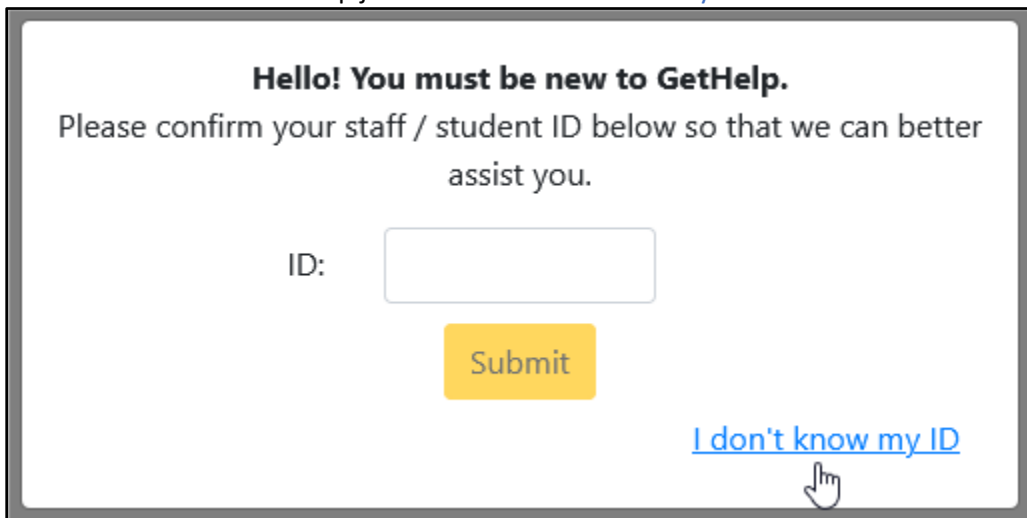


Here is the URL for the NEW Help Desk. This link is also on the Technology Department web page

<https://hatchvalleypsd.gethelpss.com/Login/landing>



If the below screen comes up just click on "I don't know my ID"



If it asks you for your username a password... It is your Hatch Valley Public Schools E-mail account and password.

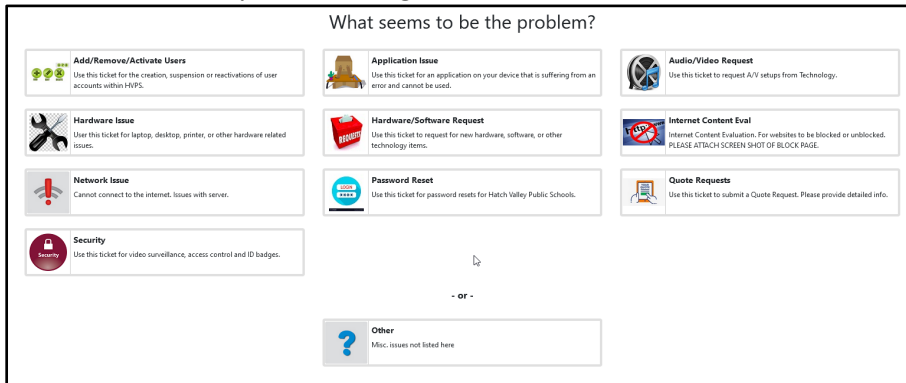
You will then be brought to your Dashboard where all or your tickets will be displayed.

(Continued)

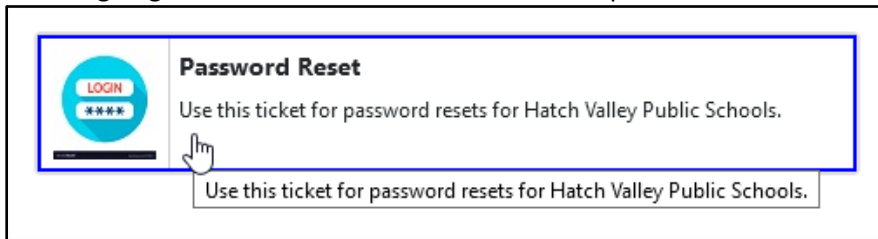
To create a new ticket, click on the green “Create Ticket” button or the blue “Create Ticket” button at the top left.



Click on the button you are having issues with.



We are going to use “Password Reset” for an example. Click on “Password Reset”



Please fill in all required areas marked with a red *

Summary: A brief description of the issue

Description: More details about the issue you are having.

PLEASE NOTE: This is also the page where you can add attachments
Then click on the Next button


(Continued)

Please describe the **Password Reset** ticket:

* Summary: 16/100
Not Sure? [Let's help get you started.](#)

* Description: 37/8000

Attachments:


 Next

Next please provide a phone number to best reach you. If you select “Save number to profile” it will not ask for this again. Then click on the green and white plus at the bottom.


What's the best way to reach you?

Phone Number:

Save number to profile

 Submit

You will then get a confirmation that the ticket has been submitted.

 **Ticket Submitted!**

Your Ticket Number: 20

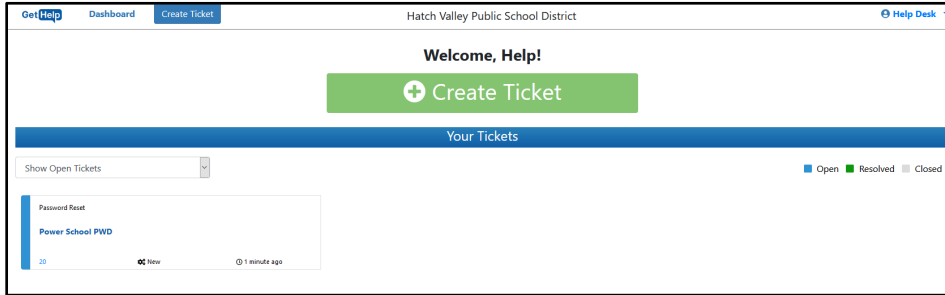
A service technician will contact you if more information is required

- or -

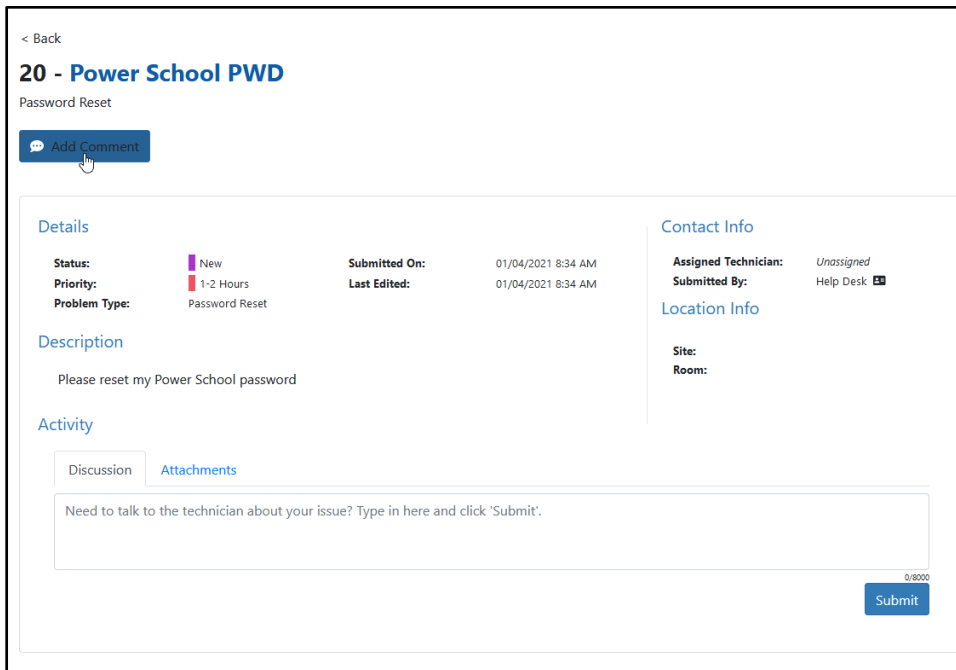
You will then be able to view your ticket or go to your dash board where you can see all of your tickets.

(Continued)

Your dashboard will now show your new ticket



As we respond to your ticket you will receive an email notifying you. At this point you can also reply to the email to update your ticket. Or you can go to your dashboard, click on your ticket to add a comment or attachment.



Once you have updated your ticket please click on the blue “Submit” button.

(Continued)

You will receive updates to your help desk ticket in your email.

[#20] - In Progress - Power School PWD Inbox x

helpdesk@hatchvalleypsd.gethelpss.com
to me ▾

--- Reply above this line ---

Hello Help,

Ticket [#20](#) has been moved to **In Progress** by Andrew Campbell.

[Power School PWD](#)

Comment from Andrew Campbell: Currently working on your ticket

Reply to this e-mail to add a comment to the ticket.
GetHelp is a product of Hayes Software Systems, © 2021 All rights reserved.

If you no longer wish to receive emails from GetHelp, [you can unsubscribe here](#).

PLEASE NOTE: You cannot open a new ticket by simply sending an email to helpdesk@hatchvalleyPSD.gethelpss.com This is not a valid email address and is only used for updating existing tickets.

You MUST open new tickets in the Helpdesk Portal