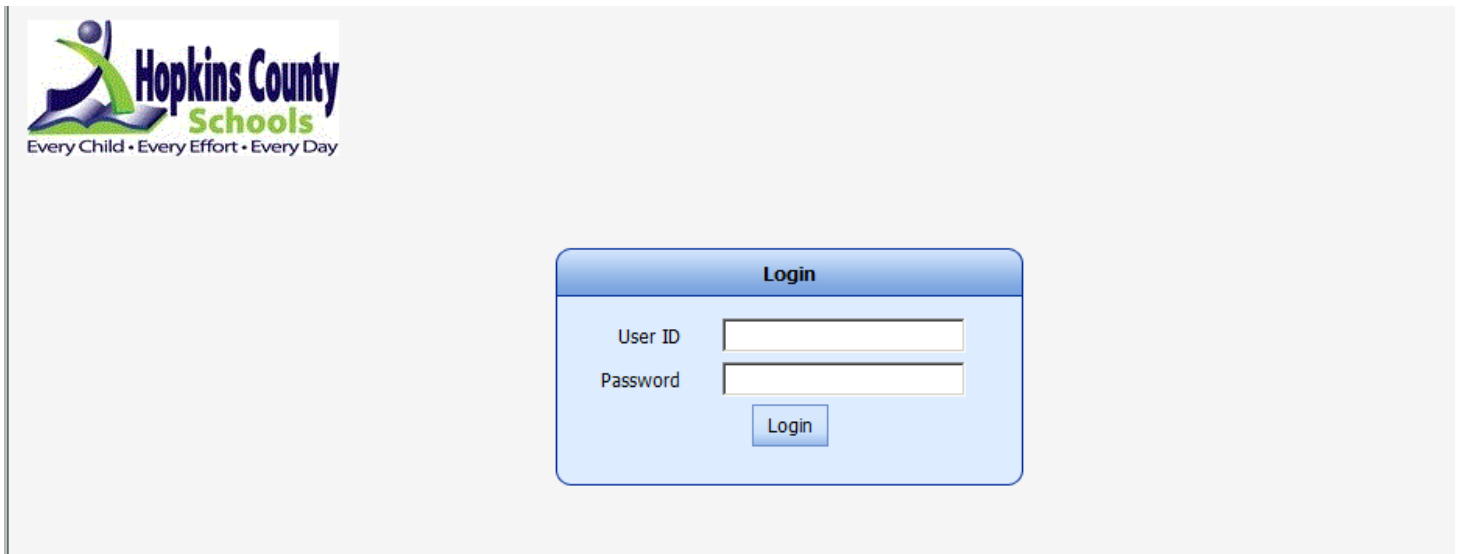


# New Technology Service Desk

The Technology Department has set up a new site for service desk tickets and inventory. Beginning Monday, February 3<sup>rd</sup>, you will start logging your help desk tickets at our new site.

Access the site by either visiting the district webpage at [www.hopkins.kyschools.us](http://www.hopkins.kyschools.us) and navigating to 'Technology Work Orders' beneath the STAFF drop-down menu or by going to [www.hopkins.kyschools.us/helpdesk](http://www.hopkins.kyschools.us/helpdesk).



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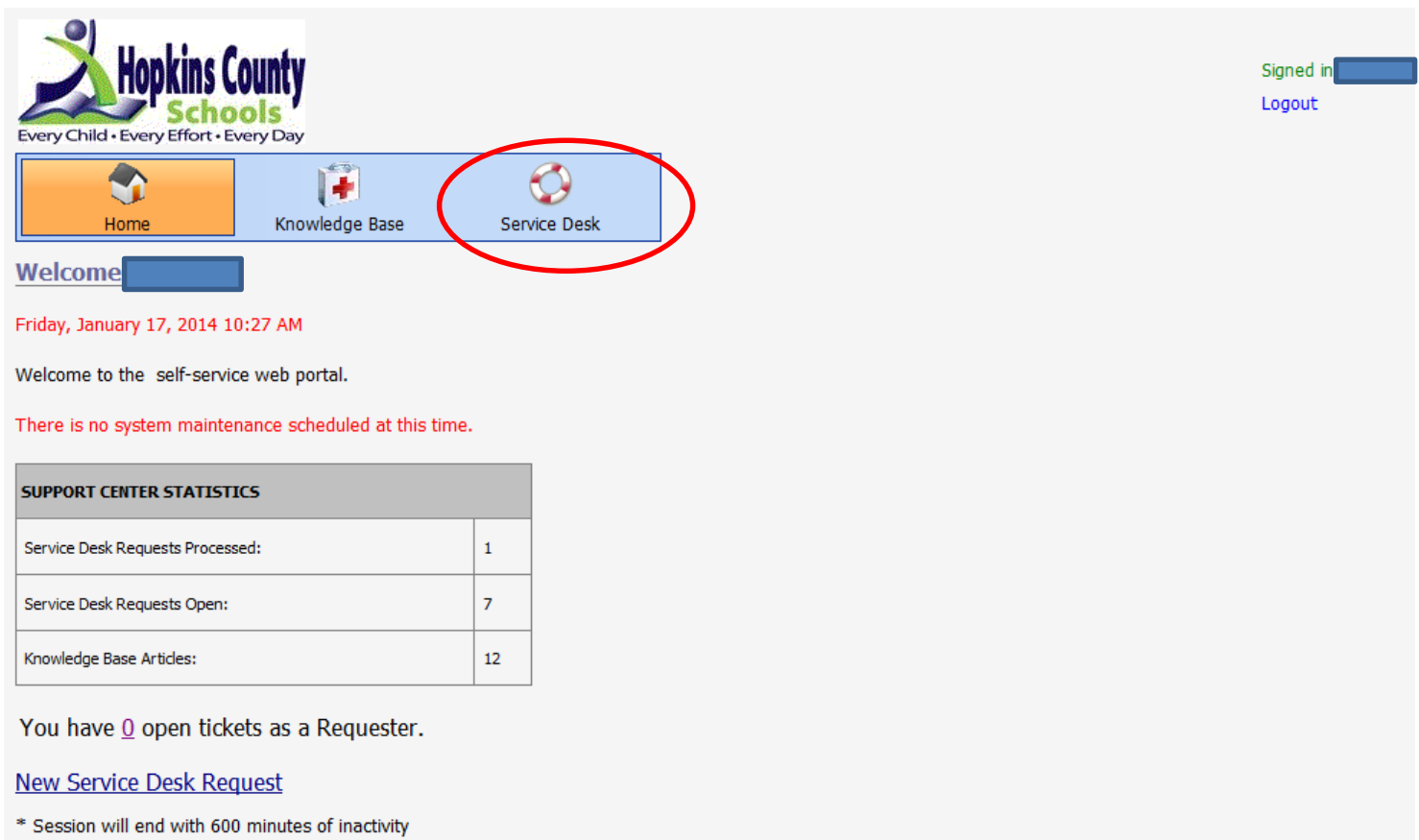
**Login**

User ID

Password

Login

Log into the site using your network username and password. Once logged in, you can enter your service desk requests and also search for knowledgebase articles.



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Signed in [redacted]  
Logout

Home Knowledge Base **Service Desk**

Welcome [redacted]

Friday, January 17, 2014 10:27 AM

Welcome to the self-service web portal.

There is no system maintenance scheduled at this time.

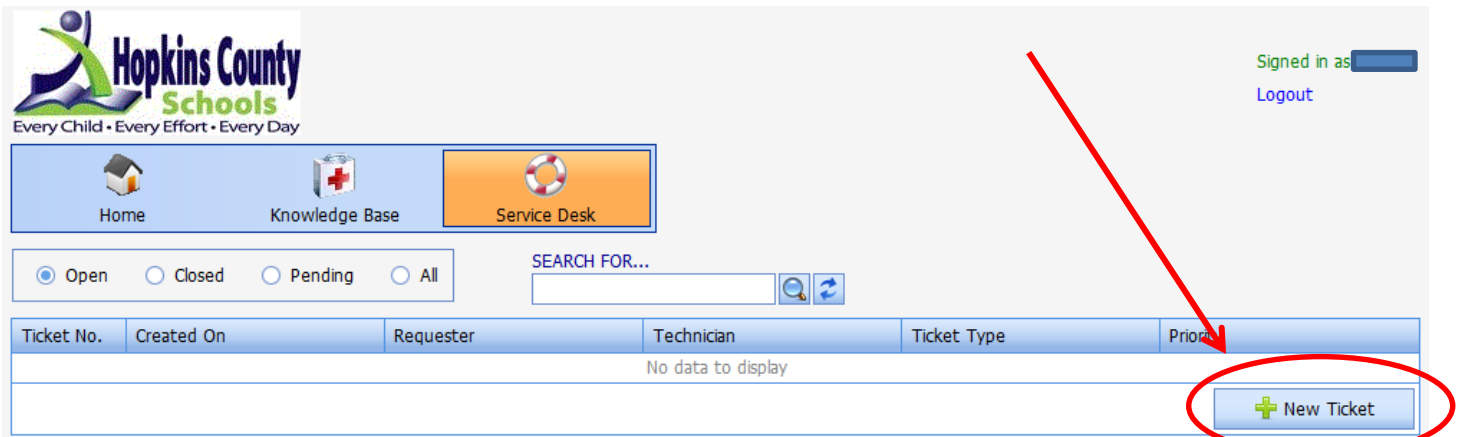
SUPPORT CENTER STATISTICS	
Service Desk Requests Processed:	1
Service Desk Requests Open:	7
Knowledge Base Articles:	12

You have 0 open tickets as a Requester.

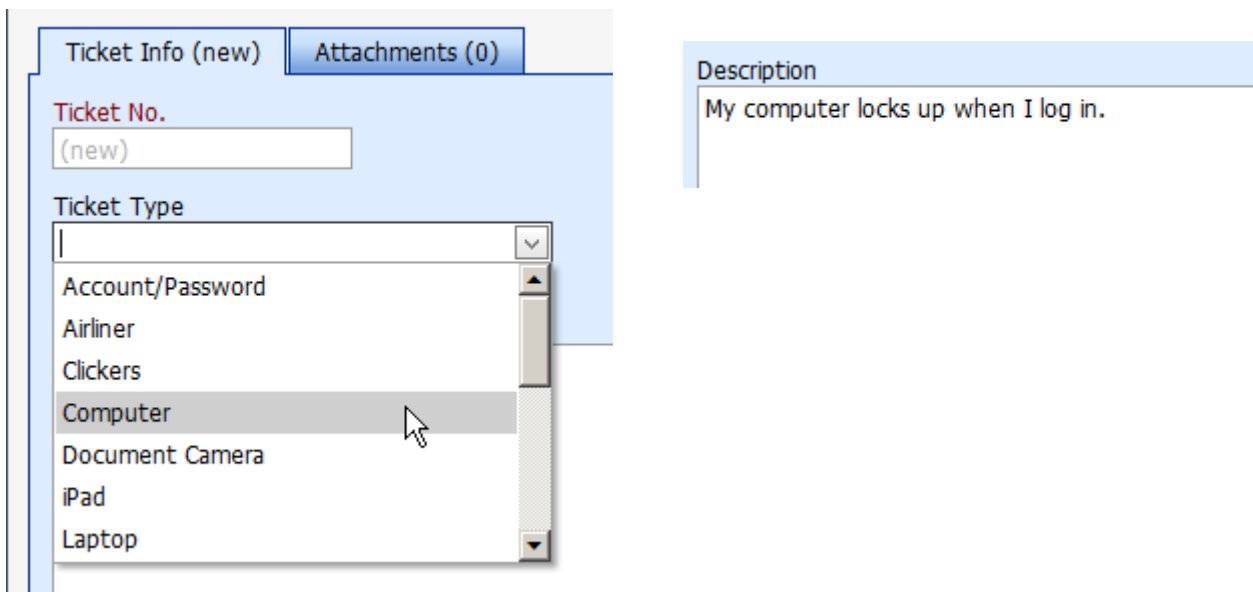
[New Service Desk Request](#)

\* Session will end with 600 minutes of inactivity

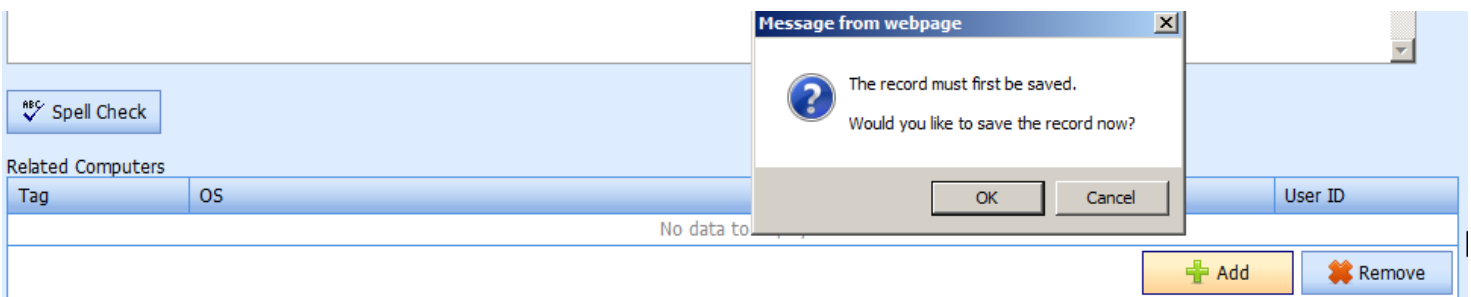
Click on the SERVICE DESK icon to submit a help desk ticket. Then click on the NEW TICKET button.



The system will assign you a ticket number. Select the appropriate ticket type (such as Computer). Enter the description of the problem.



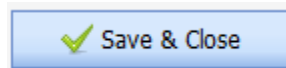
If the problem relates to a computer, please scroll down to RELATED COMPUTERS and add the computer that is affected by clicking the ADD button. You will be prompted to save the record before proceeding. Click OK.



Select the asset tag associated with the affected computer and click the SELECT button.

Tag	OS	Computer Name	Location	User ID
21817	Microsoft Windows 7 Professio...	000-21817	-	

When finished, click the SAVE & CLOSE button.



If the ticket type is a peripheral (such as airliner, clicker, document camera, etc.) scroll down to RELATED PERIPHERALS and select the associated device.

Click the ATTACHMENTS tab if you would like to upload a screenshot with more information that will help us to resolve your issue. Click the SAVE & CLOSE button when finished.

You will receive an email notification when your

You may, at any time, log back into the system to note any changes to your ticket. If you discover that your issue is resolved, you may also close your ticket or re-open a previous ticket. Simply click on the Ticket No. to make any changes.

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Signed in as trainlab  
[Logout](#)

Home Knowledge Base Service Desk

Open  Closed  Pending  All

SEARCH FOR...

Ticket No.	Created On	Requester	Technician	Ticket Type	Priority
1020	1/17/2014	trainlab	admin	Computer	Normal

My computer locks up when I log in.

To close the ticket, click the COMMENTS tab and click the ADD COMMENT button. Type in your comment, select CLOSE THIS TICKET and click the UPDATE link. You may use the COMMENTS section to add details as needed without closing the ticket as well.

Comment Details
✕


Comment +

This problem is now resolved.


Close this Ticket?


[Update](#)   [Cancel](#)   [Spell Check](#)


You may also search the knowledgebase for articles relating to your issue by clicking the Knowledgebase button in the ribbon bar. We will add articles to common issues as needed.



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Home

  
Knowledge Base

  
Service Desk

Search For...  Using Any of the words entered ▼ 🔍

Article ID	Date	Type	Title
10001	-	MUNIS	Page Cannot Be Displayed or Password Issue
10002	-	Airliner	Connect Airliner to Windows 7 Machine
10003	-	nComputing	N-Computing Troubleshooting Guide
10005	-	Network	How to Manually Map H Drive
10007	-	iPad	Update iPad to Latest IOS
10009	-	nComputing	How to Remap N-computing (Multipoint)
10010	-	Network	How to Enable or Disable Proxy
10011	-	Microsoft	Skydrive Pro - Saving & Sharing Documents in the Cloud
10012	-	Email	Email on Your Mobile Device
10013	-	Phone	Program your Phone Buttons

Page 1 of 2 (12 items) < [1] 2 > All

We hope that you are pleased with our new system.