New Service Desk

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**Signing in**
Go to servicedesk.plainlocal.org and sign in with the same credentials as you use to sign in to your computer.
Homepage Overview

**Home** – Shows a quick overview of the options available to you. Any open tickets will show under the “Tickets” section on this page. You can search for tutorials and walkthroughs in the “Knowledge Base” Section. Announcements that affect certain schools or the entire district will be posted in this location. Please look here before putting in a ticket to see if the Tech Dept. is already aware of a major issue. If you don’t see an announcement for a major issue, don’t be afraid to put in a ticket. We may not be aware of it yet.

**My Devices** – This tab is used to show the devices that are associated with you. These devices will be available when putting in tickets under “Affected Devices.” This will be updated throughout the year as inventory is updated by the Tech Department.

**Service Desk** – This section is where you can create a ticket. See directions below for “Creating a Ticket.” This will also show you all of your tickets.

**Knowledge Base** – This section will be updated with articles and instructions for common issues. Check back periodically as we will be updating this section frequently.
Creating a new ticket

1. After logging in, click on the Quick Actions button for “Have a Problem? Report it.” You can also click on “Service Desk” on the left.

**If you click on the “Service Desk” button on the right, you will need to click on the “New” highlighted in blue below.
2. Click on “Select a queue” and select “1 – IT Helpdesk”

3. Fill out the form to the best of your ability. There are 4 required fields – “Brief Issue Description,” “Ticket Type,” “Summary,” and “Location.” At the bottom of the form, you have the ability to attach a file or paste a screenshot. Screenshots are always helpful when you have an error on your screen.
If you click the “Paste Screenshot” button, it will give you directions as pictured in the below screenshot.