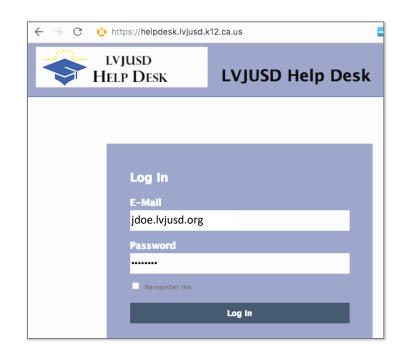# LVJUSD
HELP DESK

To create a help desk request open the webpage: **https://helpdesk.lvjusd.org**

Enter your full E-Mail Address

   (example: jdoe@lvjusd.org)

Enter your Password
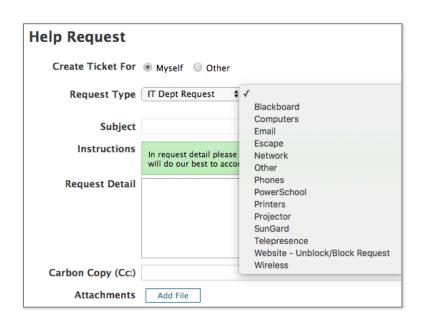(This is the same as your email password.)

Click **Log In**

Click on the **Request Type**:

- • IT Dept Request for tech issues

- • Training

- • Translation Request

Depending on the Request Type, there maybe additional drop down selections to choose.
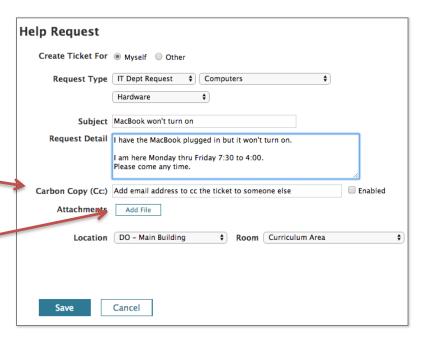
Fill in the **Subject** and **Request Details**.

Describe the problem with as much detail as possible including the best day and time to connect with you, as sometimes we can assist you remotely.

Add someone for ticket updates by entering their email address to the **Carbon Copy** area and checking the **Enabled** box.

Add an attachment to the request (like a screen shot of the error message) by clicking on **Add File**.

Then **Choose File,** navigate to the file, and click **Upload**.

Help Request

Create Ticket For: ● Myself ○ Other

Request Type: [IT Dept Request ⬍] [Computers ⬍]
[Hardware ⬍]

Subject: MacBook won't turn on

Request Detail: I have the MacBook plugged in but it won't turn on.

I am here Monday thru Friday 7:30 to 4:00.
Please come any time.

Carbon Copy (Cc:): Add email address to cc the ticket to someone else ☐ Enabled

Attachments: [Add File]

Location: [DO – Main Building ⬍] Room [Curriculum Area ⬍]

[Save] [Cancel]

Change the **Location** if needed, by clicking on the drop down list to select a different location and room.

To submit the help request click on **Save.**

The request then becomes a ticket and is identified by a number.

An email confirmation is sent which includes a link to check on the ticket status. You may add notes to the ticket by using the Add Note button in the email confirmation.

The **History** tab allows you to see past tickets, check status on current tickets and add notes for the technician.

Just select the ticket and click on **Add Note**. Type your note and click **Save.**

LVJUSD HELP DESK

LVJUSD Help Desk

Request **History** Assets Approvals FAQs Messages

Help Request

Log out of the Help Desk when done.

Thank you for using the Help Desk!