

# New Helpdesk

The new helpdesk can be used to log jobs for both CSD (Computer Services Department) and the site maintenance team.

Jobs can be logged via email or by logging into the helpdesk. You will have more options if you login and it will be easier to track the progress of your job if you create an account for the helpdesk.

## Logging jobs via email

You can log jobs by sending an email to one of the following addresses.

CSD Support – [csdsupport@lifeeducationtrust.com](mailto:csdsupport@lifeeducationtrust.com)

FBA Site Team – [fbasite@lifeeducationtrust.com](mailto:fbasite@lifeeducationtrust.com)

Benhurst Site team [benhurstsite@lifeeducationtrust.com](mailto:benhurstsite@lifeeducationtrust.com)

These jobs will automatically go to the correct departments and you will get a reply informing you of your job number. A clickable link will be included which that takes you to your support ticket.

You can include attachment of pictures, screenshots or documents providing they are less than 2 mb in size.

## Creating your helpdesk account

To create your account click 'Create an account' and complete the form. We recommend using the same password that you use in school.

### Contact Information

#### School Email Address \*

#### Full Name \*

#### Phone Number

#### School \*

#### USO Account \*

*Please enter your USO (.311) account name*

### Preferences

Time Zone:



### Access Credentials

Create a Password:

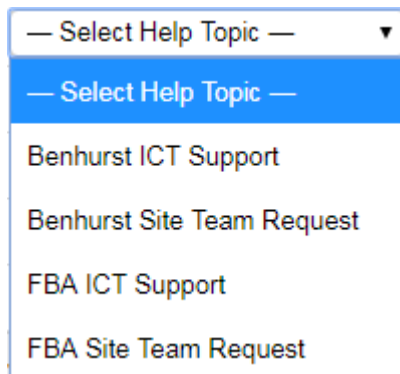
Confirm New Password:

You will get a confirmation email sent to you. Once you have clicked the link your account will be active. You can now sign in with your email address and password.

## Creating a ticket

Login and go to the open ticket tab.

Select the topic of you job.



A dropdown menu with a blue header and a white body. The header contains the text "— Select Help Topic —" with a downward arrow. The body contains a list of options: "— Select Help Topic —", "Benhurst ICT Support", "Benhurst Site Team Request", "FBA ICT Support", and "FBA Site Team Request".

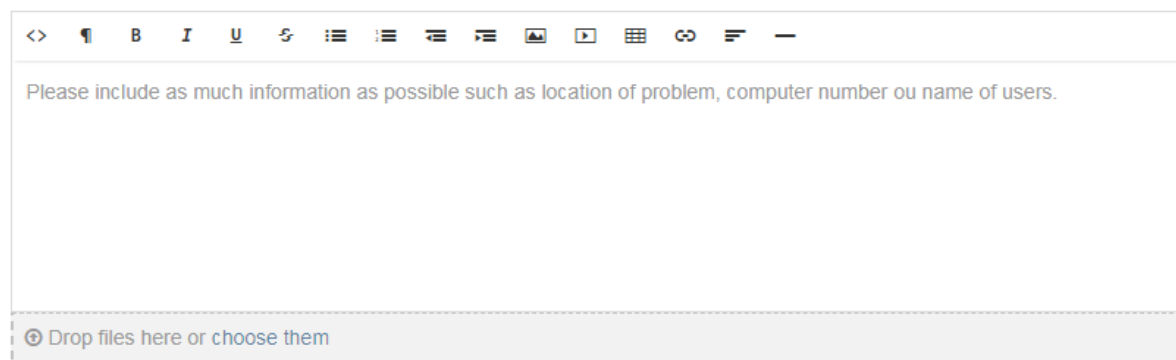
Please give your job request a title and then as much detail as possible in the description section. You can add files by dragging and dropping them onto the 'Drop files' box or by clicking 'Choose them'

### **Ticket Details**

Please Describe Your Issue

#### **Job Title \***

*Short Summary of the problem*



A rich text editor with a toolbar at the top containing icons for undo, redo, bold, italic, underline, link, unlink, list, ordered list, indent, outdent, image, video, table, link, unlink, and a minus sign. Below the toolbar is a text area with the placeholder text "Please include as much information as possible such as location of problem, computer number ou name of users." At the bottom of the text area is a dashed border box containing the text "Drop files here or choose them".

Select your school then click 'Create Ticket'

Your job will now be logged. You will get email confirmation with a tracking number, you can also login to check the progress of your job.