



# How to submit a help desk ticket

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By: Mr. Rico



# 1. Click on the link under my signature- while you are on the district network

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Joe Rico

Computer Tech I

Kennedy Elementary School

Santa Ana Unified School District

|Email: [joe.rico@sausd.us](mailto:joe.rico@sausd.us)

Please click on link to request tech support: <http://help/>



*"I can't change the direction of the wind, but I can adjust my sails to always reach my destination"*

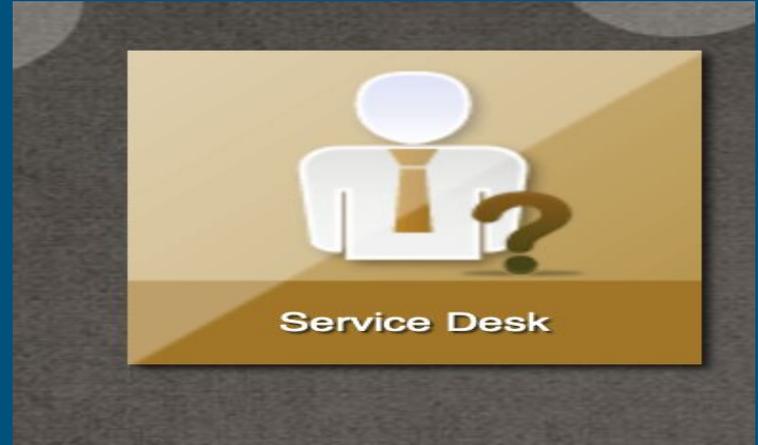
*-Jimmy Dean*

# 1b.

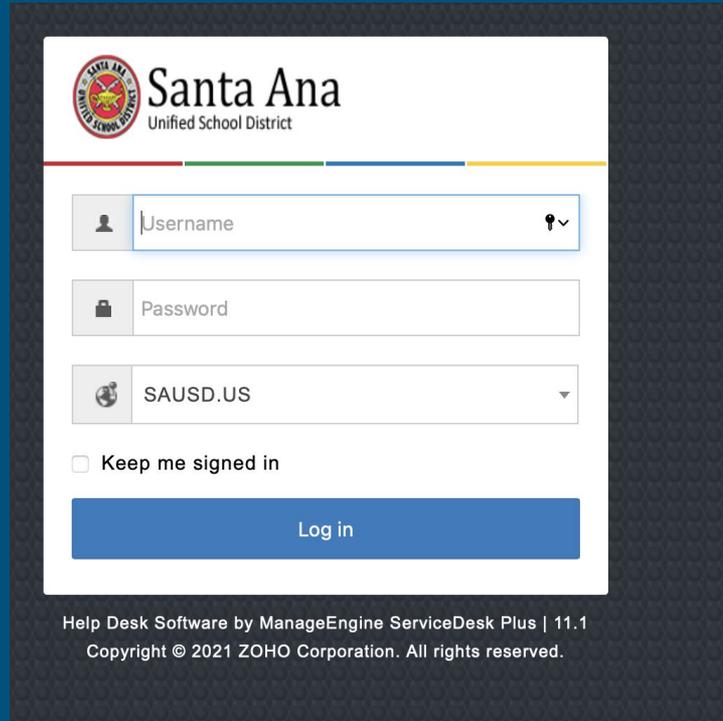
## If not on the school network

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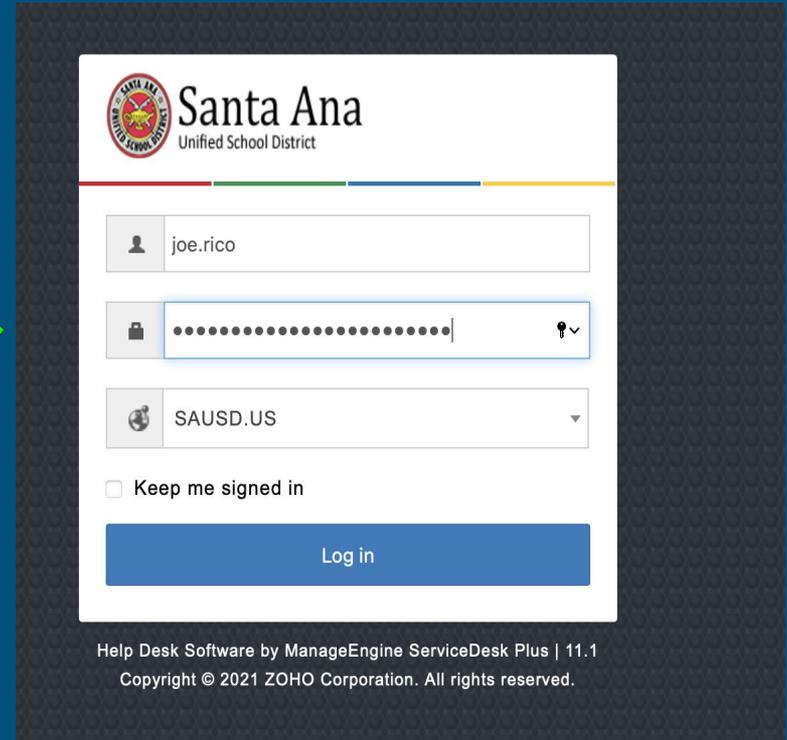
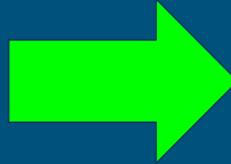
- 1) Go to Unified WorkSpace
- 2) Log in using your @sausd.us credentials
- 3) Find Service Desk



## 2. Sign in using your @saUSD credentials

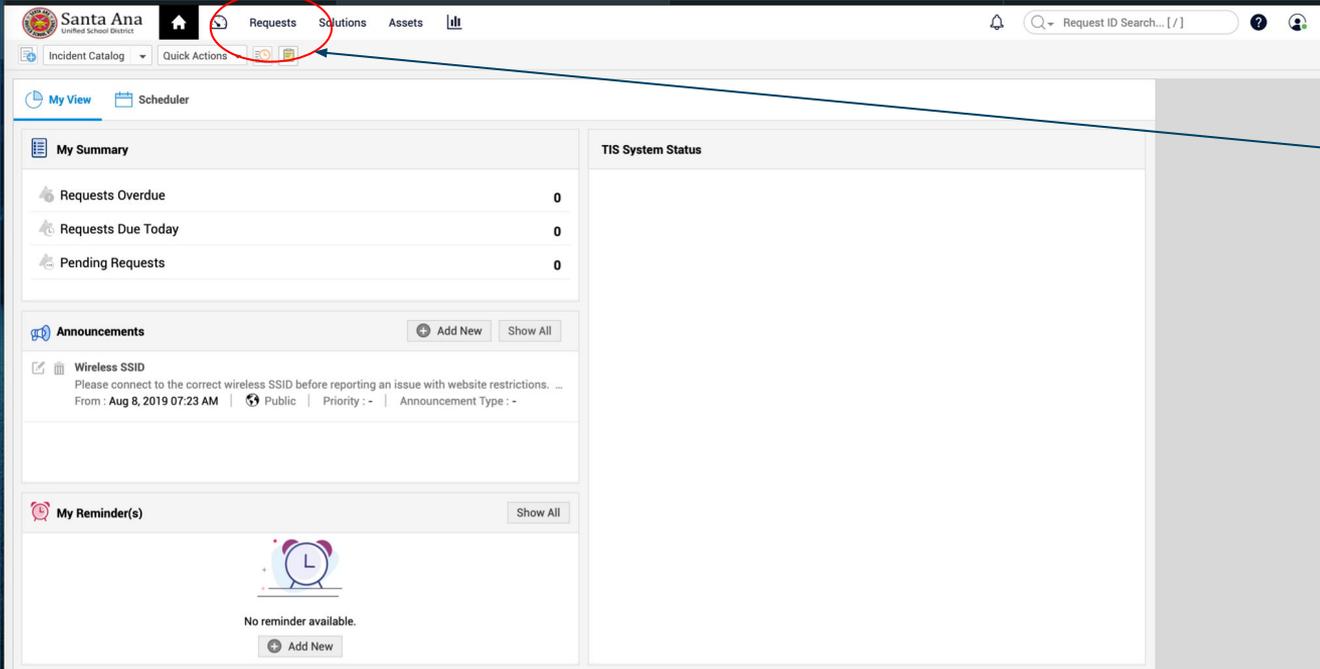


The image shows the login page for Santa Ana Unified School District. At the top left is the district's logo, a circular seal with a cross and the text 'SANTA ANA UNIFIED SCHOOL DISTRICT'. To the right of the logo, the text 'Santa Ana Unified School District' is displayed. Below this is a horizontal bar with red, green, blue, and yellow segments. The main form contains a 'Username' field with a person icon on the left and a key icon on the right. Below it is a 'Password' field with a lock icon on the left. Underneath is a dropdown menu showing 'SAUSD.US' with a globe icon on the left and a downward arrow on the right. There is an unchecked checkbox labeled 'Keep me signed in'. At the bottom is a blue 'Log in' button. At the very bottom of the page, it says 'Help Desk Software by ManageEngine ServiceDesk Plus | 11.1 Copyright © 2021 ZOHO Corporation. All rights reserved.'



The image shows the same login page as the left, but now the 'Username' field contains the text 'joe.rico'. The 'Password' field is filled with a series of black dots, indicating that the password has been entered. The 'SAUSD.US' dropdown menu remains the same. The 'Keep me signed in' checkbox is still unchecked. The blue 'Log in' button is present at the bottom. At the very bottom of the page, it says 'Help Desk Software by ManageEngine ServiceDesk Plus | 11.1 Copyright © 2021 ZOHO Corporation. All rights reserved.'

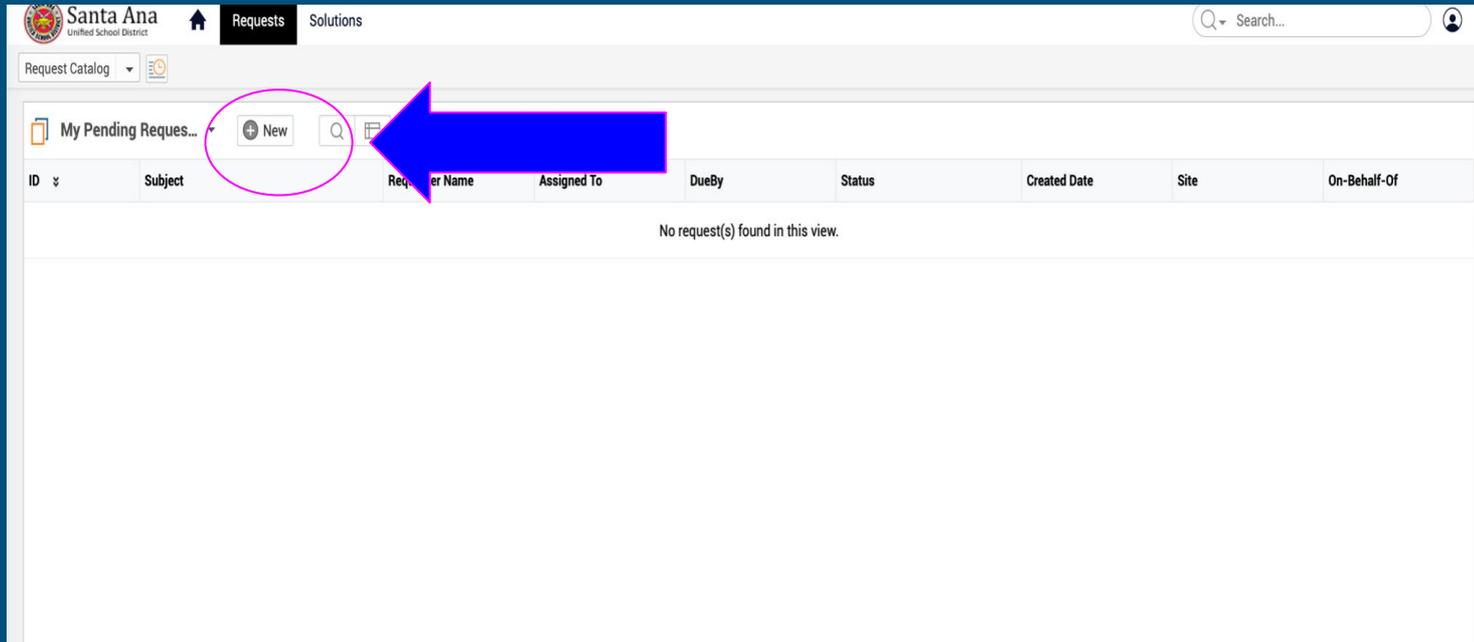
# 3. Click on Requests



The screenshot shows the Santa Ana Unified School District portal. The navigation bar includes 'Incident Catalog', 'Quick Actions', 'Requests', 'Solutions', and 'Assets'. The 'Requests' menu item is circled in red. A blue arrow points from this menu item to the text 'Click on REQUESTS' on the right. The main content area is divided into two columns. The left column contains 'My Summary' with three items: 'Requests Overdue' (0), 'Requests Due Today' (0), and 'Pending Requests' (0). Below this is an 'Announcements' section with one announcement titled 'Wireless SSID' dated 'Aug 8, 2019 07:23 AM'. The right column is titled 'TIS System Status' and is currently empty.

Click on  
REQUESTS

# 4. Click on “+ New”



The screenshot shows the user interface for the Santa Ana Unified School District. At the top, there is a navigation bar with the district logo, a home icon, and tabs for "Requests" and "Solutions". A search bar is located in the top right corner. Below the navigation bar, there is a "Request Catalog" dropdown menu. The main content area is titled "My Pending Reques..." and contains a "+ New" button, a search icon, and a filter icon. The "+ New" button is circled in pink, and a large blue arrow points to it from the right. Below the buttons is a table with the following columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, Site, and On-Behalf-Of. The table is currently empty, displaying the message "No request(s) found in this view."

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	On-Behalf-Of
No request(s) found in this view.								

# 5. Click on school site Tech Support

## Incident Catalog

Search templates

 TECH SUPPORT



School Site - Tech Support



Help L Tech Support



# 6. Fill items

The screenshot shows the 'New Request' form in the Santa Ana Unified School District system. The form is titled 'New Request' and has a 'Template' dropdown set to 'School Site - Tech Support'. The form fields are as follows:

- Name:** A text input field with a blue arrow pointing to it from the annotation 'Your name appears here'.
- Asset(s):** A search box with the placeholder text 'Search and associate assets here'.
- Location & Room:**
  - Site:** A dropdown menu with 'Sausd District Office' selected.
  - Location & Room:** A text input field with a blue arrow pointing to it from the annotation 'Enter your room number'.
- Subject:** A text input field.
- Category:**
  - Service Category:** A dropdown menu with 'TECH SUPPORT' selected.
  - Category:** A dropdown menu with '-- Select Category --' selected.
  - Status:** A dropdown menu with 'Open' selected.
- Description:** A rich text editor with a toolbar and a text area. A blue arrow points to the text area from the annotation 'Fill in the \* items'.

At the bottom of the form, there are three buttons: 'Add request' (highlighted in blue), 'Reset', and 'Cancel'.



You are done A:)

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# Another way to submit a Help desk ticket

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Email me and cc [helpdesk.support@sausd.us](mailto:helpdesk.support@sausd.us).

**This will create a ticket for you and you will receive an email with information about your ticket**

To: Rico, Joe

Cc: Helpdesk Support

Hello,

My student needs help with AR. Student gets an error when attempting the site.