

JUMPSTART

eduphoria! Helpdesk

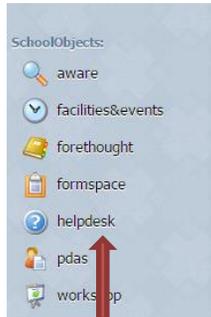
Logging on



To begin using Helpdesk:

1. Go to Duncanville ISD Homepage > Staff Portal > Eduphoria School Objects
2. Click on **Helpdesk** on left hand side of window

To speak to someone at the Helpdesk, call 972.708.2300 or email techsupport@duncanvilleisd.org



Creating a New Request

1. Select **Create a New Request** (Lower Left Corner) to begin creating a new work order.
2. Choose **Technology Operations**
3. Select the category that best describes your problem.
4. Under some categories, you must select a subcategory which classifies the item (i.e. CPU, mouse, monitor, etc).
5. A Details Screen will appear. Enter the necessary information to submit your request. All fields listed with an asterisk are required and must contain information before the system allow the ticket to be submitted.
6. Click the **Submit Request** button to route the ticket as a work order. You will then be able to review the request under **My Open Requests**.



Note: Different categories require different fields to be entered.

Enter the details of your request below

Make sure all of the information below is filled in and click "Submit Request".

* Campus: Masters Elementary School

* Rooms: C101

Asset Tag: _____

Serial No: _____

Phone No: _____

* Subject: Computer fails to turn on

* Computer Name: MEC101789TE

Location: Teacher Desk

* Detailed Request: _____

Computer fails to turn on. I have checked power. Monitor power is OK.

Cancel < Back Submit Request

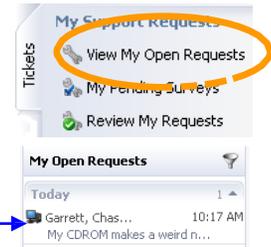
Use drop down button to select campus

Reviewing Requests

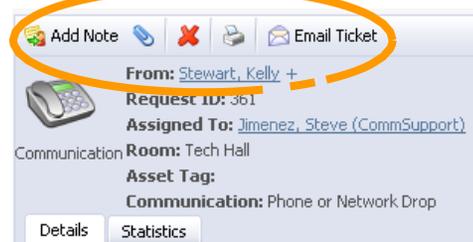
The **Tickets** tab provides you with details about your open and closed requests.

To view open requests:

1. Click on **View My Open Request**
2. A list of all open request will appear in order from oldest to newest
3. Click on a request to review details and update the request.



The toolbar at the top of an open request provides multiple options.



- | | |
|---|----------------------------------|
| A) Add Note - Adds a note to the technician | D) Print the request |
| B) Add a file attachment | E) Email the request |
| C) Request deletion of the request | F) Add additional requestors "+" |

Important! - Use the helpdesk to communicate with the technician via the **Add Note** link for each ticket. Please do not email the technician directly as the updates to the ticket will not be documented in the system.

Details tab - lists all comments by you and the technician concerning the ticket

Statistics tab - lists the history of the ticket request in regards to technician assignment and time.

To review closed requests:

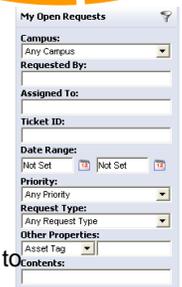
1. Select **Review My Requests** from the Tickets tab
2. Closed tickets will be shown in two categories: Closed and Deleted



Helpdesk offers a filter option for sorting your requests.

To filter requests:

1. Select **View My Open Requests**
2. Click on the **Filter icon**
3. The filter menu will open allowing you to specify which tickets you would like to view



Surveys

After a work order has been completed, a survey will be available for you to complete. Please take the time to provide feedback so that Technology Services can better serve you.

To complete a survey:

1. Select **My Pending Surveys** from the Tickets tab
2. Click on the **Survey** option
3. Complete the survey and **submit**

