

# Help Desk Overview

## Logging into the Help Desk

All staff use their **district email address** (FIRST.LAST@PSD150.ORG) for login.

The password is the same password as the one used for email/Windows 7.

### Log In

**E-Mail**

**Password**

## Forgot Password

If you forgot your password, you can click Forgot Password to see the phone number for password assistance. Since this password is also used for the district email, the system will not let you submit your email address to receive the password – because you would already need to know your password to get your email.

### Password Help

**i** Your Help Desk password is the same password used to login to district computers or email. If you do not know this password, please contact the technology department at 309-685-0181. Thanks!

**E-Mail Address**

## Entering a Technology Help Request Ticket

Note the **Related FAQs** on the right side after a Request Type is chosen.

You can click on the related FAQ to see the answer without having to actually enter a new ticket and wait for the technician to respond.

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Request History Assets FAQs Messages Profile

### Help Request

Request Type: Computer/Network Connection Problem

Subject: Computer won't start

Request Detail: The computer won't turn on.

Barcode Asset Tag#: 801234

Carbon Copy (Cc:): Enabled

Attachments: Add File

Location: Administration Bldg Room: 123

Cancel Save

### Related FAQs

- My computer will not recognize my flash drive. I have tried in both front ports and it appears to lo...
- How can I find out the warranty type and expiration for my HP computer?
- I can't get anything to work right on the computer after Smart Fortress 2012 was installed.
- No sounds: audio icon has a red x over it and the Windows Audio service won't start.
- Under Windows 7 none of my Intellikeys assistive technology hardware will install correctly.

1-5 of 7 items

Choosing the correct **Request Type** will enable the ticket to be directed to the appropriate tech quickly. Most tickets will go to the building's onsite tech, but certain request types will be automatically rerouted to the department/tech that can complete the task quickest.

Some Request Types are "parent" types with sub-types, such as **Password Problem**. When you choose Password Problem, you then have to choose if the password problem is related to the network/email, Skyward finance, or Skyward student.

Current Request Types as of March 2015; there are sub-categories under some of these (for example, under “Building Maintenance (Work Orders)” there is “Electrical”, “Carpenter”, etc.)

- Building Maintenance (Work Orders)
- Computer/Network Connection Problem
- EMAIL: Outlook / Office 365 Issues
- IEP Teacher Issues
- iPad/iTouch
- Monitor Problem
- Move or Recycle Tech Equipment (Computers, Phones, etc.)
- Network Rights (access or block files/web sites)
- Network Username or Location Issue
- New Equipment Order / Initial Setup
- Password Problem
- Phone/Fax/Intercom/Bell Problem
- Pinpoint
- Print Shop
- Printer/Scanner/Headphone problem
- Professional Development Setup
- Security Hardware (ID Badges, cameras, etc.)
- Skyward Problem
- SMART or Projector Problem
- Software (Compass/NWEA/TTL4/Fusion/Destiny/Office/Gaggle/AR)
- TI Navigator
- TripTracker
- Videotape School Program

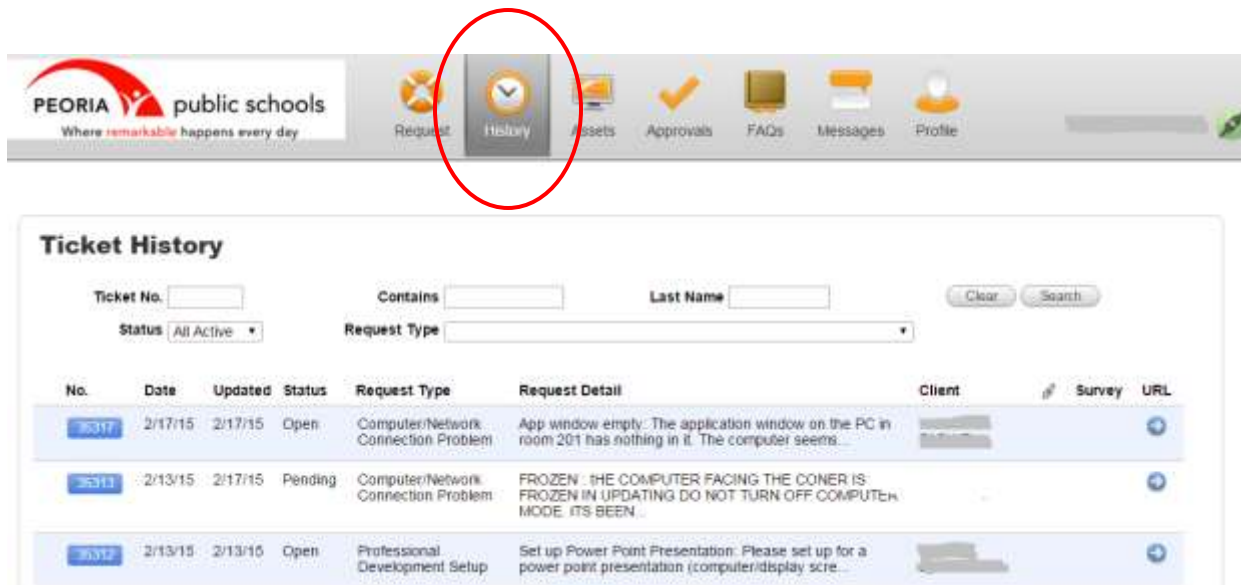
It is important to choose the correct request type so that the ticket goes to the correct department/person. If you choose a wrong request type, your request will get reassigned but it will slow down the response time.

## Ticket History

To view the history of any previous tickets you entered, click the **History** button at the top of the page. Most people will only see their own tickets. All principals and assistant principals have rights to view all the tickets for that location. If a principal or assistant principal wants someone else in the building to see all the tickets, such as a sysop, principal's secretary, etc., the principal or assistant principal can email a request to add that person to the list.

To search for a specific ticket, enter a keyword in the Contains box, or search by Last Name, Ticket No., Status, or Request Type.

You can view the status of the ticket by clicking on the Ticket No. and either a) **Add a Note** to the ticket which will get emailed to the Client and the Tech, or b) click the **Cancel Ticket** button in the top-right corner to cancel the ticket, if it has not already been closed.

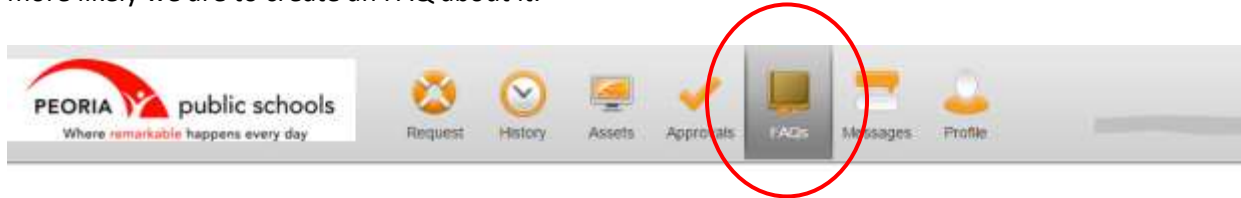


The screenshot shows the Peoria Public Schools ticket management interface. At the top, there is a navigation bar with the Peoria Public Schools logo and several icons: Request, History (circled in red), Assets, Approvals, FAQs, Messages, and Profile. Below the navigation bar is the 'Ticket History' section. It features search filters for Ticket No., Contains, Last Name, Status (set to 'All Active'), and Request Type. Below the filters is a table with the following columns: No., Date, Updated, Status, Request Type, Request Detail, Client, Survey, and URL. The table contains three rows of ticket data.

No.	Date	Updated	Status	Request Type	Request Detail	Client	Survey	URL
35317	2/17/15	2/17/15	Open	Computer/Network Connection Problem	App window empty: The application window on the PC in room 201 has nothing in it. The computer seems...			
35311	2/13/15	2/17/15	Pending	Computer/Network Connection Problem	FROZEN : THE COMPUTER FACING THE CONER IS FROZEN IN UPDATING DO NOT TURN OFF COMPUTER. MODE ITS BEEN ...			
35312	2/13/15	2/13/15	Open	Professional Development Setup	Set up Power Point Presentation: Please set up for a power point presentation (computer/dsplay scre...			

## FAQs (Frequently Asked Questions)

**FAQs** are a way for the staff to receive answers to their questions without waiting for a tech to assist. The quickest way to find an FAQ is to type a keyword into the **Contains** box and hit Enter or click Search. Click the **Show Answer** button to see the solution. To view all FAQs in the system, click **Clear** then **Search**. These FAQs are added to the system based upon the number of requests received for a particular problem – the more people ask about a certain problem, the more likely we are to create an FAQ about it.



### Frequently Asked Questions

Category:  Contains:

FAQ #

No. - Category	Question   Answer	Rating	URL
235 - Software (Compass/NWEA/TTL4/Fusion/Destiny/Office/Gaggle/AR) - MS Office Problem (Word, Excel, etc.)	<p>Is it possible to get a copy of 2003 so students can use the Word Art function to easily bend text? I have a student who needs this to complete a project.</p> <p><input type="button" value="Show Answer"/></p>	(0 Votes) Vote: <input type="text"/>	<input type="button" value="+"/> <input type="button" value="−"/>
5 - Software (Compass/NWEA/TTL4/Fusion/Destiny/Office/Gaggle/AR) - Other Software Problem	<p>Anytime I attempt to open a Word 2003 document, a window pops up that says Word failed to start correctly... It ends up asking if I want to open it in safe mode which I have to say yes, otherwise it won't open at all.</p> <p><input type="button" value="Show Answer"/></p>	(0 Votes) Vote: <input type="text"/>	<input type="button" value="+"/> <input type="button" value="−"/>

### Question | Answer

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Is it possible to get a copy of 2003 so students can use the Word Art function to easily bend text? I have a student who needs this to complete a project.

Word 2010's WordArt will still do this. Click on the Insert tab at top in Word, insert a WordArt object (pick any of the "A" icons), then in Drawing Tools - Format, look at Text Effects -> Transform, that is where you will find the ability to bend text.

If you still want it to look just like Word 2003, you can open the Word document and click on File, Save As, and change the file type to "Word 97-2003 document (\*.doc)", save the document, then the Insert / Word Art menu will look like it did back in Word 2003.

Please see attached video for how to use the Transform feature in Word 2010 (.docx files). This 2010 version of Word Art has more features than the 2003 version. However, either way will give you bent text.

**Attachments:** [Transform.mp4](#) (1.3 MB)