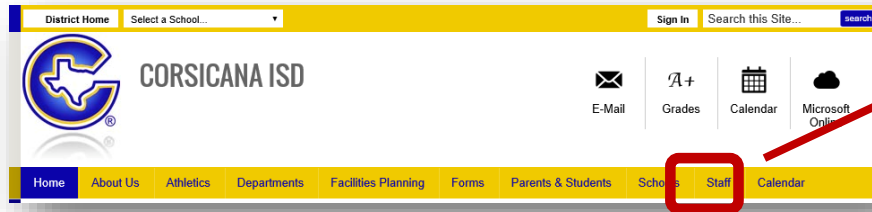




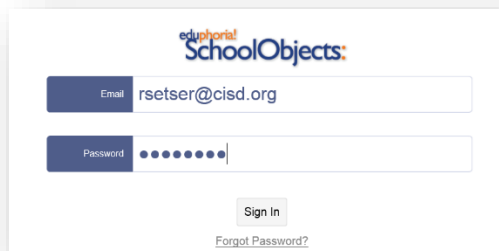
How to Open & Submit a Ticket in Eduphoria Helpdesk



From the cisd.org website, select **Staff**.

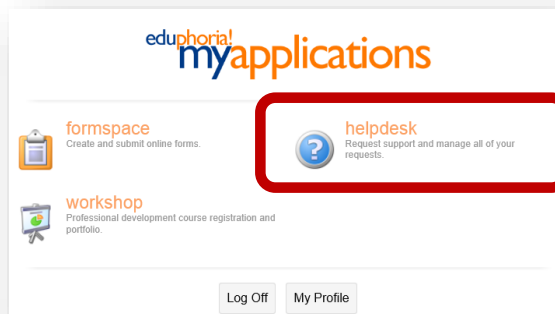
In the drop down window select **Staff Resources**.

Scroll down to **Maintenance Request** or **Technology Work Order System**.
Click on the link.



Log into **Eduphoria School Objects** with your district email and password.

If you cannot log in, contact Kim Yukon through email: kyukon@cisd.org



Select **helpdesk** application.



Which department do you need?

Select a department from the list below.



Facilities



Technology

Upon entering **helpdesk** as an end-user, you will be prompted with a selection of two departments: **Facilities** and **Technology**.

Select the appropriate department to begin the ticket.

What are you having problems with?

Select the type of request you need to submit from the list below.

Technology

WELCOME to the new CISD Help Desk for all Technology Work Tickets! We are currently experiencing difficulties with outgoing email.



Hardware

If you are having problems with any classroom hardware use this request.



Software

Use this if you need software installed on your computer or are having problems with an application.



Printer

If printer/copier is labeled Document Solutions, call number on the label. If help is needed setting up a printer, submit ticket.



Internet Filter

All requests for 'access to' or 'to block a website' should be requested here



Training

Use this request when you have any kind of technology that you need training on.



Email

Use this request for any problems with email.



Mobile Devices

Use this request for any mobile devices like iPad, iPod, netbooks, surface, interright pad, etc.



Network Services

Use this request for any problems with the network like wireless access, data drop, etc.



User Administration

Use this request for various account set ups, password reset, other



Projectors

Use this request for any help with connecting to a projector or projector needs a new bulb.



Other

Use this request for any additional need not listed, such as: technology quotes, request to evaluate technology for recycle pick up, set up technology for presentations/professional development, etc.

The banner below **"Technology"** will display the current operating status. It is currently showing *"Difficulties with outgoing email."*

If there are district or campus wide technology problems, they will be listed here.

It is not necessary to turn in a ticket for technology issues being experienced across the district.

Select a category. Use **"Other"** if you cannot find a category that meets your need.

In addition, this screen will alert you to any surveys you may have pending.

Cancel < Back Next >

Click **Next**



Sub-category Sample:

What type of Hardware?
Select the item from the list below that you are having problems with.

- Audio (Sound, Speakers, etc.)
- Bright Sign
- CPU Desktop
- Document Camera
- Interactive boards: Smart, Interwrite, or Promethean
- Macbook
- Monitor, keyboard, or mouse
- PC Laptop
- Phone (Cisco) / Voice Mail / Reset Password
- Video Phone

Click Next > to continue.

Cancel < Back Next >

Most categories have been broken down into sub-categories.

By clicking on a sub-category, you will be able to submit a request.

Click **Next**

Enter the details of your request below

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

- * Campus:
- * Room:
- * Computer Name as listed on label:
- * Detailed Request:

Complete the form with necessary information.

Any field with an asterisk is required.

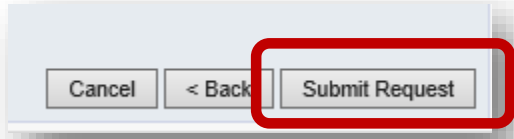
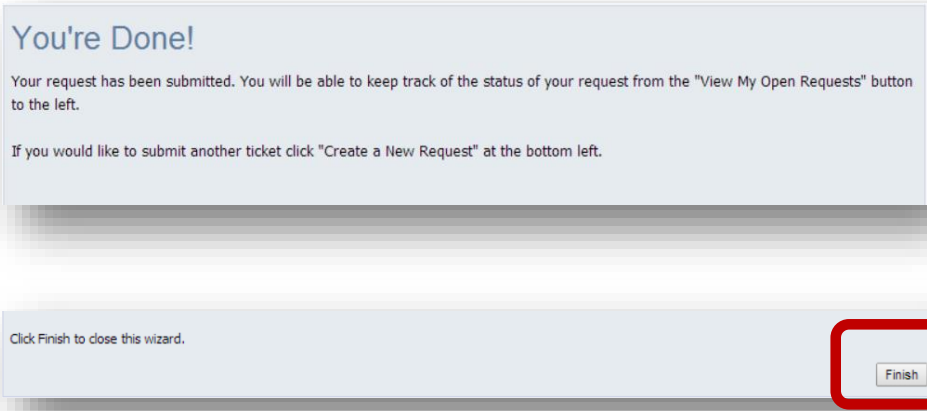
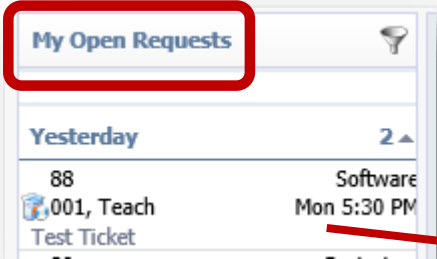
The more details provided will help with resolving the problem in a timely manner.

Files can also be attached while submitting a ticket. Click the blue arrow next to **attachments** to expand that section. The three different **browse** options can then be used to upload one to three files.



Corsicana Independent School District

TECHNOLOGY ~ We Make IT Happen!

	<p>Once all information has been entered, click Submit Request.</p>
	<p>Click "Finish" in the lower right hand corner to close the wizard.</p>
	<p>You will then be able to review the request you submitted under My Open Requests.</p> <p>Click on the ticket to see more details.</p>