

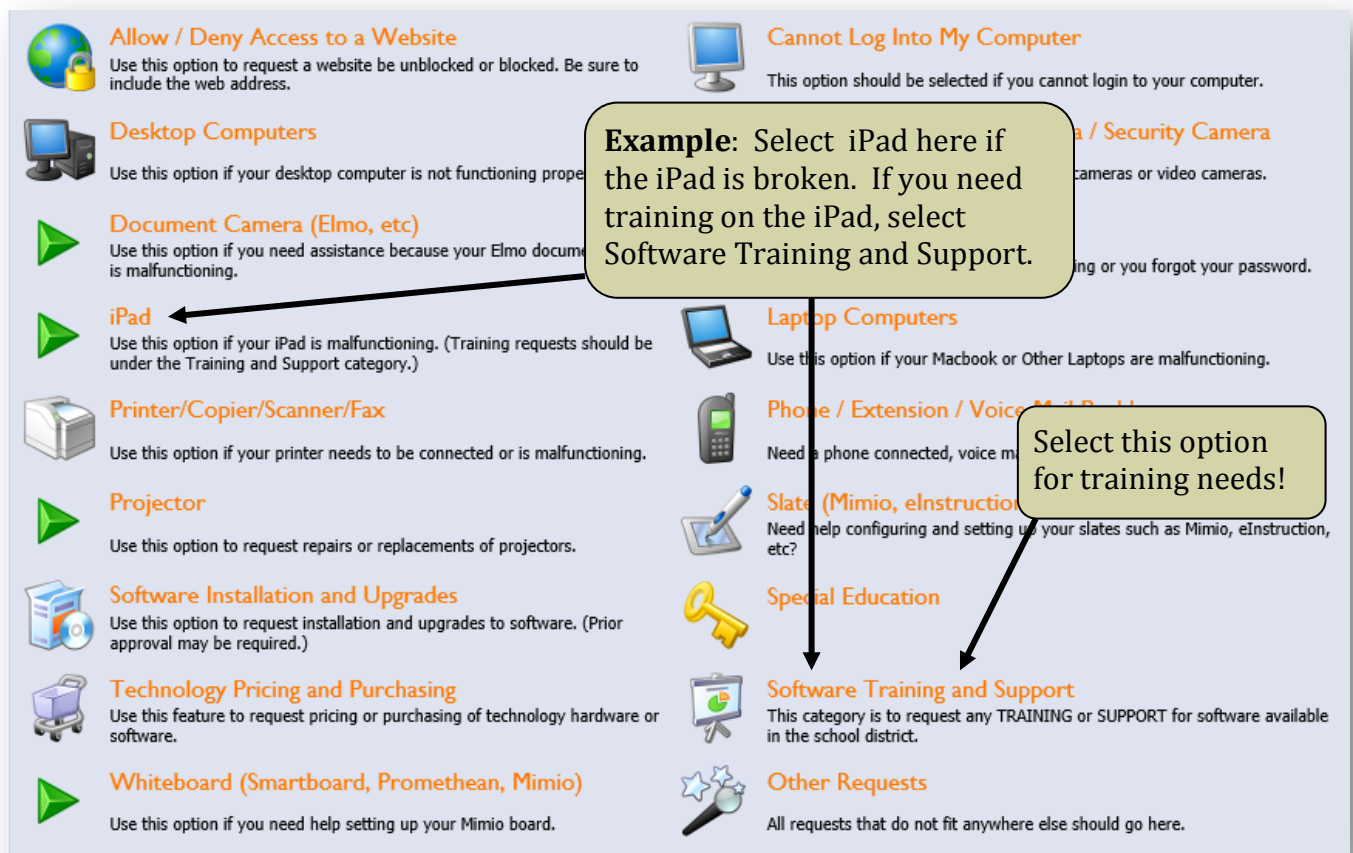
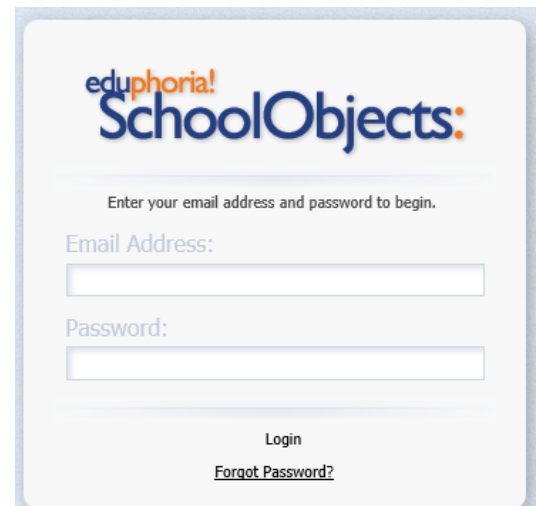
# Creating a Technology Help Desk Ticket

## ★ Introduction

Eduphoria Help Desk is used to enter a service ticket for technology needs, which may include items such as computer repair, account creation and management, and requests for one-on-one training. This handout will give you an overview of the system and procedures you should use.

## ★ Get Started

- 1) Visit <https://taylor.schoolobjects.com> or select **Eduphoria** from the **Staff** tab on the Taylor ISD homepage.
- 2) Login using your email and password.
- 3) Select **HelpDesk** from the menu on the left side.
- 4) Select the **Technology** department.
- 5) Select the **Type of Request**.
- 6) Select the sub-topic for your request if necessary.



**Example:** Select iPad here if the iPad is broken. If you need training on the iPad, select Software Training and Support.

Select this option for training needs!

<b>Allow / Deny Access to a Website</b> Use this option to request a website be unblocked or blocked. Be sure to include the web address.	<b>Cannot Log Into My Computer</b> This option should be selected if you cannot login to your computer.
<b>Desktop Computers</b> Use this option if your desktop computer is not functioning properly.	<b>Security Camera</b> Use this option to request repairs or replacements of security cameras or video cameras.
<b>Document Camera (Elmo, etc)</b> Use this option if you need assistance because your Elmo document camera is malfunctioning.	<b>Laptop Computers</b> Use this option if your Macbook or Other Laptops are malfunctioning.
<b>iPad</b> Use this option if your iPad is malfunctioning. (Training requests should be under the Training and Support category.)	<b>Phone / Extension / Voice Mail / Blackberry</b> Need a phone connected, voice mail, or blackberry.
<b>Printer/Copier/Scanner/Fax</b> Use this option if your printer needs to be connected or is malfunctioning.	<b>Slate (Mimio, eInstruction, etc?)</b> Need help configuring and setting up your slates such as Mimio, eInstruction, etc?
<b>Projector</b> Use this option to request repairs or replacements of projectors.	<b>Special Education</b> Use this option to request repairs or replacements of special education equipment.
<b>Software Installation and Upgrades</b> Use this option to request installation and upgrades to software. (Prior approval may be required.)	<b>Software Training and Support</b> This category is to request any TRAINING or SUPPORT for software available in the school district.
<b>Technology Pricing and Purchasing</b> Use this feature to request pricing or purchasing of technology hardware or software.	<b>Other Requests</b> All requests that do not fit anywhere else should go here.
<b>Whiteboard (Smartboard, Promethean, Mimio)</b> Use this option if you need help setting up your Mimio board.	

## ★ Complete a Request

- 1) Depending on the type of request, this screen may vary but be sure to complete all items if possible. (The more details you enter the easier it will be to assist you.)

**Enter the details of your request below**

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

\* **Campus:**

\* **Room:**

**Manufacturer:**

**Phone Number:**

**Date Needed:**

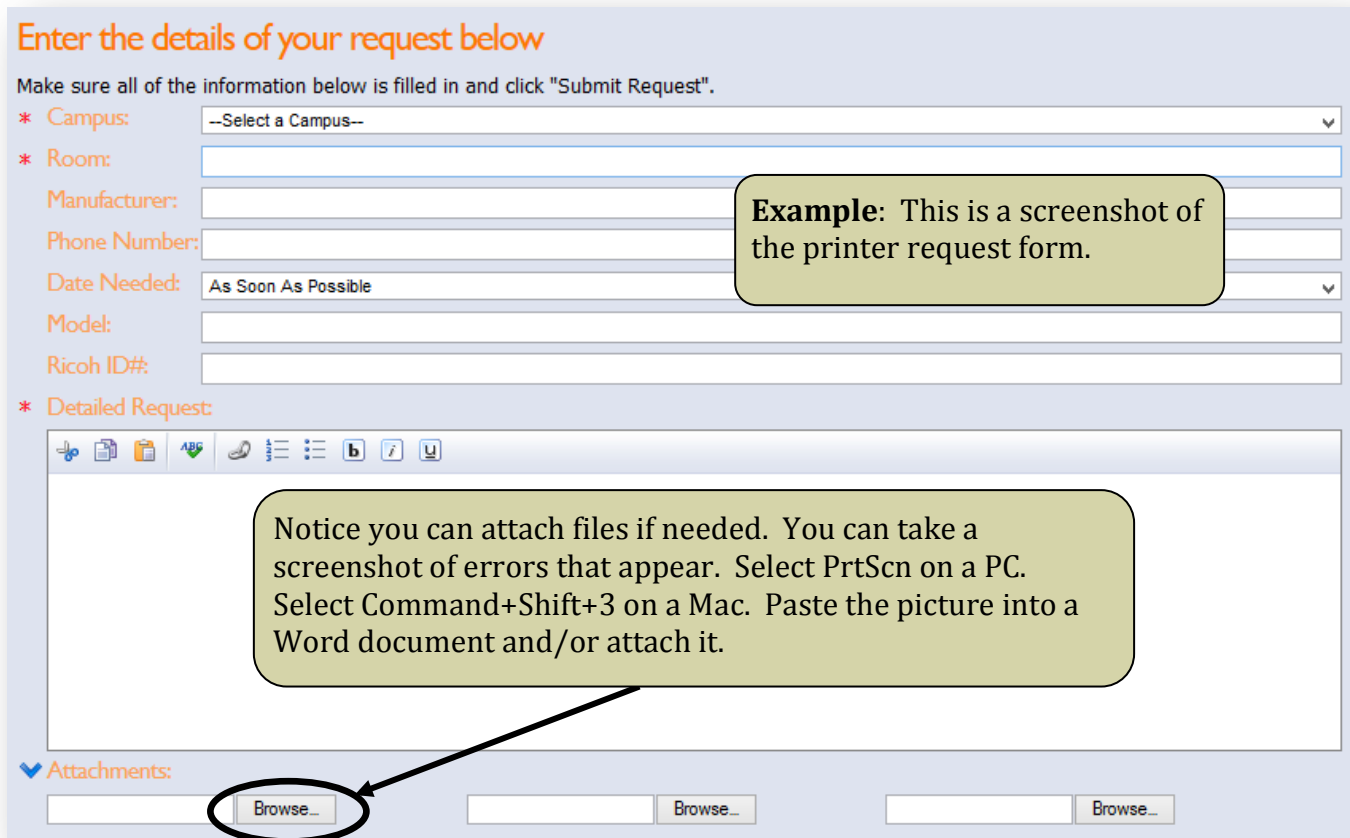
**Model:**

**Ricoh ID#:**

\* **Detailed Request:**

Notice you can attach files if needed. You can take a screenshot of errors that appear. Select PrtScn on a PC. Select Command+Shift+3 on a Mac. Paste the picture into a Word document and/or attach it.

Attachments:



2. Select the **Submit Request** button to complete the request.

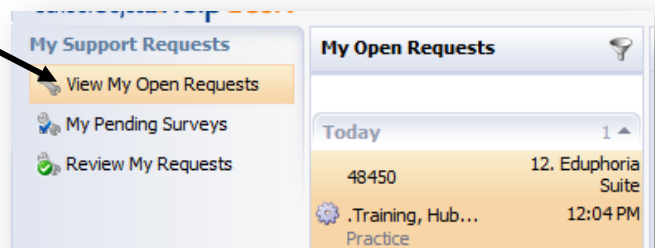
**CAUTION:** It may take a minute for this process to occur. Please do not select the button several times or it will create duplicate requests. You will see this when it's processed.

3. Once you submit a request. You will receive emails from the system as notes are added.
4. You can also review and or update your request by selecting **View My Open Requests**.



**You're Done!**

Your request has been submitted.



My Open Requests	
Today 1	
48450	12. Eduphoria Suite
.Training, Hub... Practice	12:04 PM