



How to Create a Ticket in Web Help Desk

1. Go to the Bethel Home Page and **click on the HELP tab.** 
2. **Login to the Web Help Desk** by entering your email address and password.



Welcome to the Bethel School District Web Help Desk. To get started, please enter your email address and password.

Login

E-Mail Address


Password

3. **Select a *Request Type*.** (Note: when you select a Request Type, an FAQ window shows on the right-hand side of the page. This may help you to resolve the issue yourself)

Related FAQs

3 items

4. In the ***Request Detail Box*** enter as much detailed information regarding the issue as possible. This will eliminate the need to contact you for more information.



Help Request

Request Type :

Subject

Request Detail

District Asset Number

Carbon Copy (Cc): Enabled

Attachments

Location Room

5. Click the **SAVE button** on the bottom right side of the web page.



6. A **confirmation message** will appear on the screen that includes your Ticket number.

Thank You!

Your ticket number is **107**.
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to david.bolton@bethel.k12.or.us.

7. You will **receive an email confirmation** containing a link back to your ticket. You may add a note to your ticket by simply clicking the “Add Note” link within the email, or by responding directly to the email confirmation.

David, thanks for using the help desk. You can check the status of your ticket (107) at
<http://helpdesk.bethel.k12.or.us/helpdesk/WebObjects/Helpdesk.woa/wa/ticket?ticketId=107>

Ticket Info		Cancel Ticket
Ticket No.	107	
Report Date	1/12/12 10:23 am	
Est. Due Date	1/19/12 10:23 am	
Reporter	David Bolton < david.bolton@bethel.k12.or.us >	
Location	District Office	
Tech	BSD Helpdesk	
Status	Open	
Request Type	Help me with... > Email Client (Outlook) Assistance	
Subject	Outlook is asking for RSS feed information	
Request Detail	<div style="border: 1px solid #ccc; padding: 5px;">I have no idea why it is asking me this. What is RSS? How do I stop this prompt?</div>	
District Asset Number	436	

Notes		Add Note
Date	Name	Note Text

Recipients
BSD Helpdesk David Bolton