
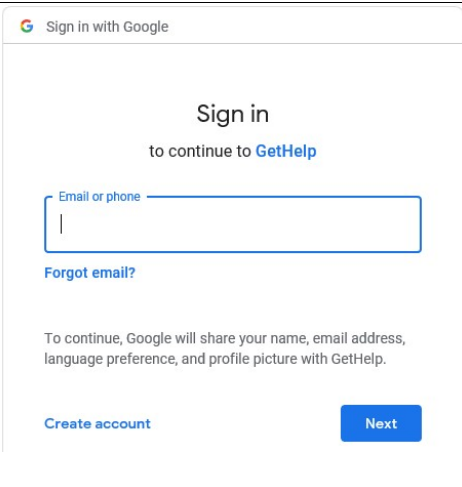

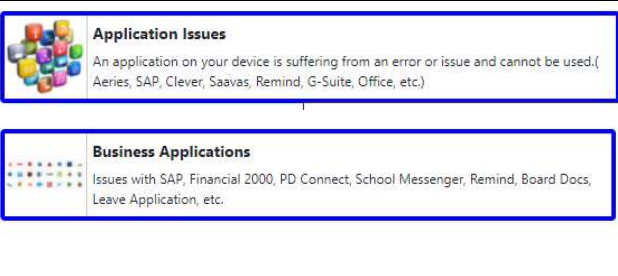
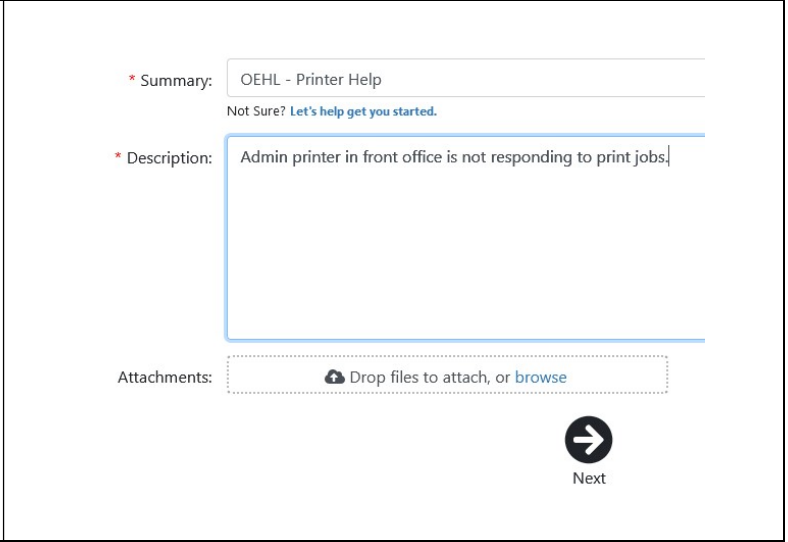
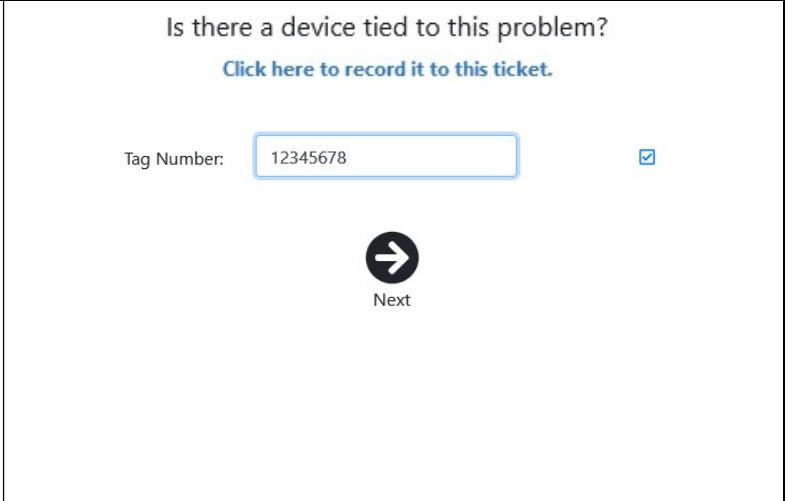

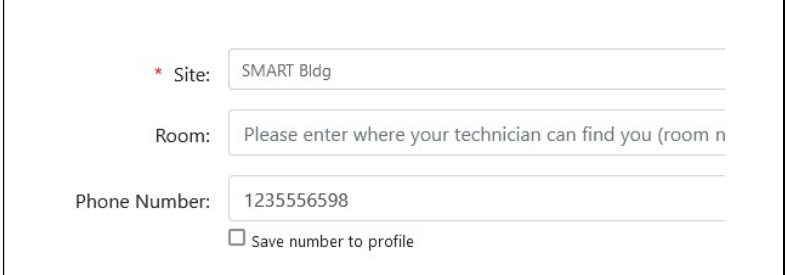



Creating Get Help Tickets for Help from IT

| | |
|--|---|
| <ol style="list-style-type: none"> 1. Use a Web browser to go to; https://servicedesk.sbcusd.us . 2. Click on <i>Sign In</i>. |  |
| <ol style="list-style-type: none"> 3. Enter your <i>District email address</i>, and Click Next. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 4. Click on your <i>District Google account</i>. 5. Enter your District <i>password</i>. |  |
| <ol style="list-style-type: none"> 6. If this is your first-time logging into Get Help, Enter your <i>staff ID</i> and Click Submit. | <p style="text-align: center;">Hello! You must be new to GetHelp.</p> <p style="text-align: center;">Please confirm your staff / student ID below so that we can better assist you.</p> <p style="text-align: center;">ID: <input style="width: 100px;" type="text"/></p> <p style="text-align: center;"><input type="button" value="Submit"/></p> |
| <ol style="list-style-type: none"> 7. Click on the <i>Create Ticket</i> button. |  |
| <ol style="list-style-type: none"> 8. Select a <i>category</i>, and <i>sub-category</i> if available. |  |

CONTINUED...

| | |
|--|--|
| <p>9. Enter ticket information in the New Ticket form.</p> <ul style="list-style-type: none"> Summary – Enter a summary/title for the ticket NOTE – Please enter your site location as the first portion of your Summary, IE. OEHL – Printer Help Description – Describe the problem and or the help you need Attachments – Attach any support documents needed <p>10. Click Next.</p> |  |
| <p>11. IF a device is needing service, Click on “Click here to record it to this ticket”.</p> <ul style="list-style-type: none"> Tag Number - Enter the Tag/Asset Number of the device needing service. <p>12. Click on the check mark to verify the Tag/Asset Number.</p> <p>13. If the Tag/Asset Number is not found, Click Cancel, and Click on the Description step, and enter a description to describe the device. Example, Device type manufacturer, model, etc.</p> <p>14. Click Next.</p> |  |
| <ul style="list-style-type: none"> Department – Enter your District department <p>15. Click Next.</p> |  |
| <ul style="list-style-type: none"> Site – Enter the District site you’re located at Room – Enter the room you are located at Phone Number – enter your phone number |  |
| <p>16. Click Submit.</p> |  |
| <p>NOTE – You can check on the status of your ticket and even add discussion text. Login to Get Help and your tickets are listed on the Dashboard.</p> | |