

HOW TO USE THE HELP DESK SYSTEM

1. Launch Internet Explorer.
2. Open your Favorites (That's the yellow star near the upper left-hand corner of your screen).
3. Look for the "Technology Help Desk" link in the list and left-click it one time.

First Time Using the System

3. Click on **New User**
4. The Registration screen will appear (right). You must fill in all of the required fields at the top. The other information below that section is not needed. Left-click **Submit** once at the bottom of the screen when your information has been entered.

Registration	
Required Fields	
First Name:	Matt
Last Name:	Jacobson
Email:	mjacobson@galesburg205.org
Username:	mjacobson (Minimum 5 characters)
Password:	***** (Minimum 5 characters)
Confirm Password:	*****
Optional Information Fields	

After Registering

1. Launch Internet Explorer.
2. Open your Favorites (That's the yellow star near the upper left-hand corner of your screen). Look for the "Technology Help Desk" link in the list and click it one time.
3. Enter the **User Name** and **Password** exactly as you created earlier. Then click **Login**

Login	
If you have previously registered with the Customer+Center then enter your previously registered Username and Password and press Login.	
Username:	mjacobson
Password:	*****
Login	

4. From this screen you can create a New Case or open an Existing Case by clicking on the Case Number.

CUSTOMER + CENTER		
INTERNET SOFTWARE SCIENCES	SUPPORT OPTIONS ---- Choose One ---- Create New Case Show All Cases Show Open Cases Show Closed Cases View FAQ List Update Registration Search Help Database Log Out	29
Case	One Line Description	Status

5. Fill in the fields below – it is **VERY IMPORTANT** that you fill in the **location** and **room number** fields, and describe the problem. Then click on the **Submit** button at the bottom of the screen.

CUSTOMER + CENTER	
INTERNET SOFTWARE SCIENCES	SUPPORT OPTIONS Create New Case

New Case	
New Case Status: Open	
One Line Description: Printer Problem	
Select the best category choices below:	
Problem Type:	Hardware
Location:	Central Office
Platform:	PRINTER
Please complete the following fields:	
Room Number:	123
Describe the problem or question in detail: I am trying to print to the printer down the hall and I keep getting an error message. Help!	
Submit Cancel	