

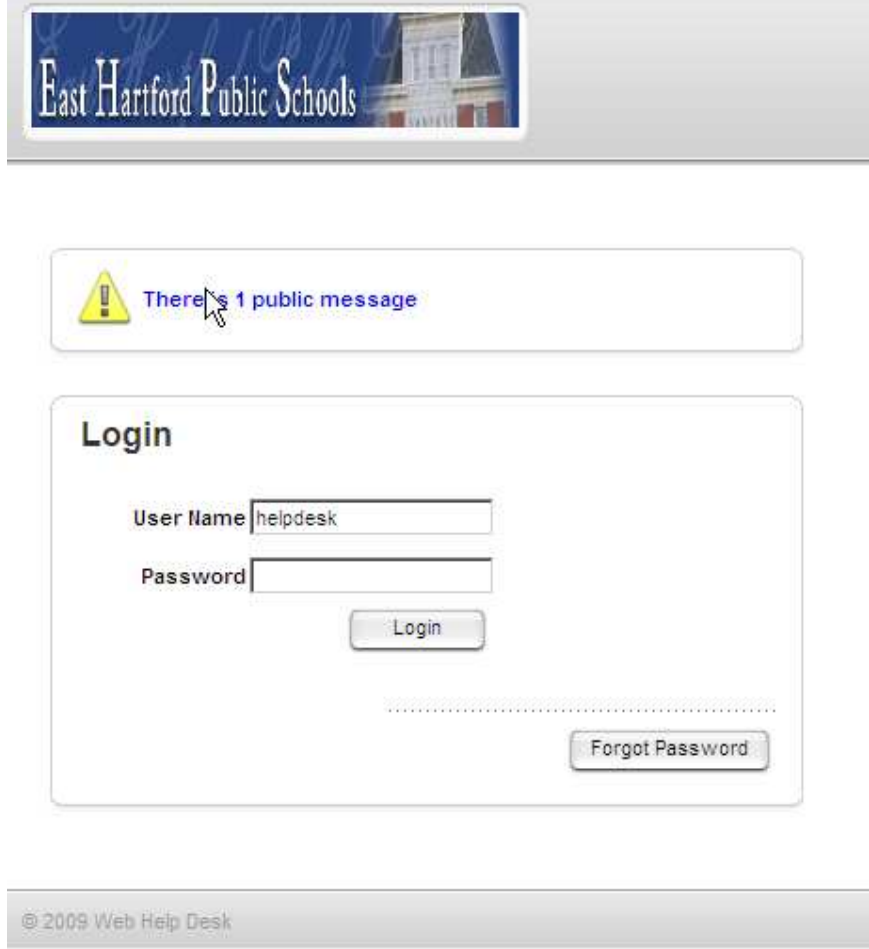
Entering a Work Order with Web Helpdesk Pro

1) Open Internet Explorer

2) Select “East Hartford – Helpdesk Self Service” under Favorites

If you are not entering the ticket from a district computer you can type the following to access the Helpdesk: <https://helpdesk.ehps.org>

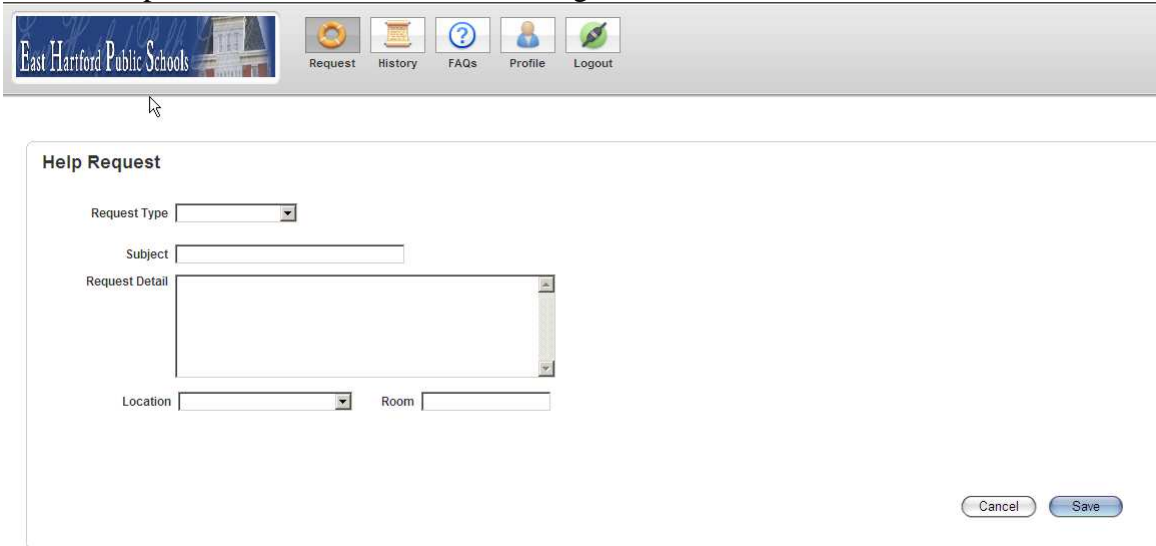
3) You will be Taken to the login screen (shown below) of the helpdesk system – enter your username and your password (note: EBE\ is **NOT required** anymore to log in).



The screenshot shows the login interface for the East Hartford Public Schools Helpdesk. At the top, there is a banner with the school's name and a building image. Below the banner, a notification box indicates "There is 1 public message". The main section is titled "Login" and contains two input fields: "User Name" with the value "helpdesk" and "Password". A "Login" button is positioned below the password field. A "Forgot Password" button is located at the bottom right of the login area. The footer of the page reads "© 2009 Web Help Desk".

4) Upon logging into the helpdesk for the first time you will be brought directly to the Work Order entry screen (See below). All fields in the reporting screen are required.

When completed click “save” in the lower right corner.



The screenshot shows the top navigation bar of the helpdesk system. On the left is the logo for East Hartford Public Schools. To the right are five icons with labels: Request (orange lifebuoy), History (stack of papers), FAQs (blue question mark), Profile (person icon), and Logout (green arrow pointing out). Below this is the 'Help Request' form. It contains a 'Request Type' dropdown menu, a 'Subject' text input field, a 'Request Detail' text area, a 'Location' dropdown menu, and a 'Room' text input field. In the bottom right corner of the form are 'Cancel' and 'Save' buttons.

5) When you are finished entering work orders click the “Logout” link in the upper toolbar of your browser. You are now finished entering a new ticket.

