GetHelp Walkthrough

Step-by-Step Guide on How to Create a Ticket using the CUSD Information Technology Department's (ITD) New Ticketing System

Logging into GetHelp to create ITD support requests is easy, as it is now included in Classlink! To locate Classlink, go to Compton Unified School District Website (Compton.k12.ca.us) and click on Staff. Classlink is easily recognizable by its blue cloud logo.
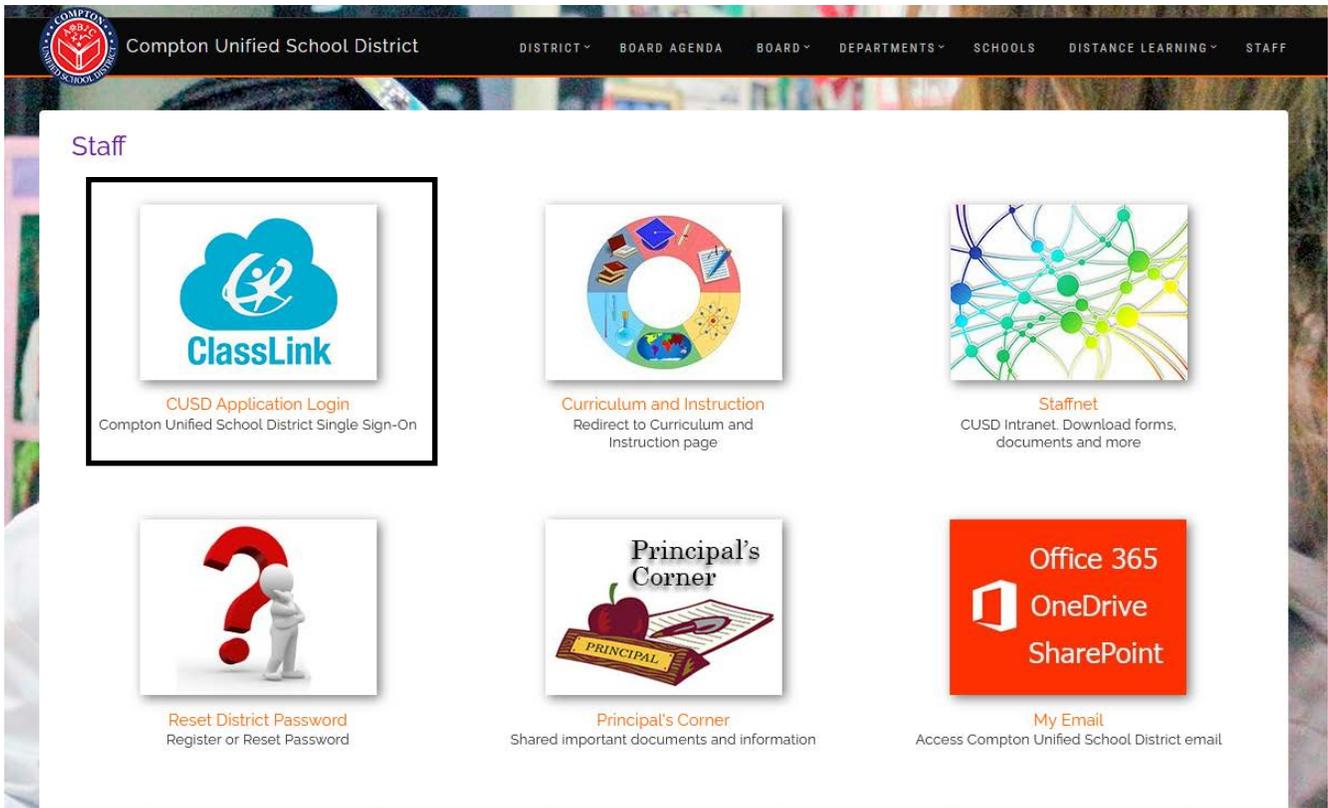
Please note: If you are unable to sign in for any reason, including a forgotten password, our Help Desk is available to assist! Please call us at Extension x55194 from 7:30am - 3:30pm during normal operating days.

Sign into Classlink with your Compton Unified School District Username and Password
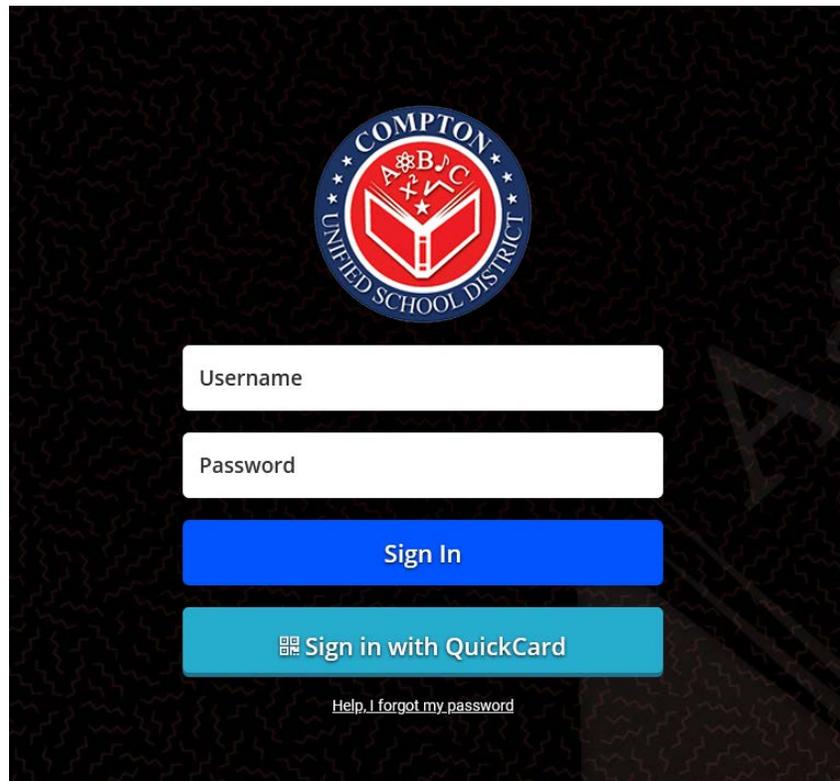
You may have noticed a new icon on your Classlink page. This GetHelp icon has been added for each staff member. Click this icon and you will be automatically signed in
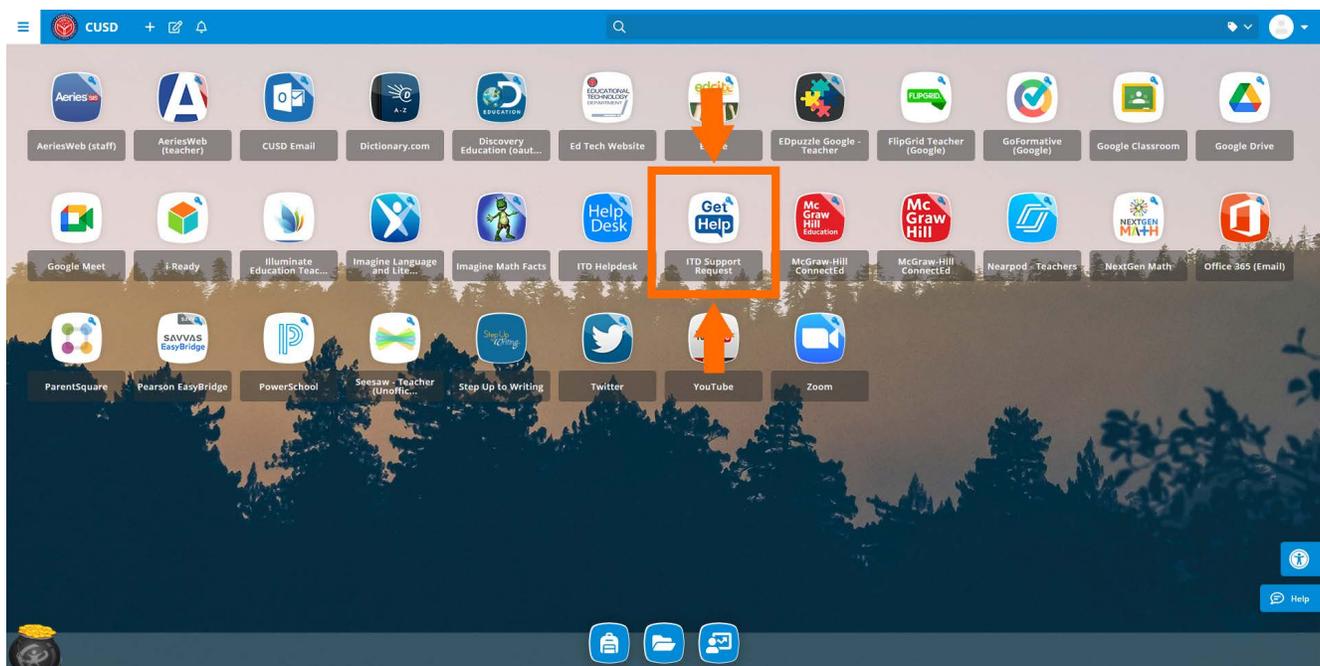
Creating a Tech Support Ticket

Once signed in to our GetHelp system, you may create a new ticket or check on the status of your open tickets. To begin the creation process, locate the green "Create Ticket" button. Tickets that have already been created can be found in the section underneath
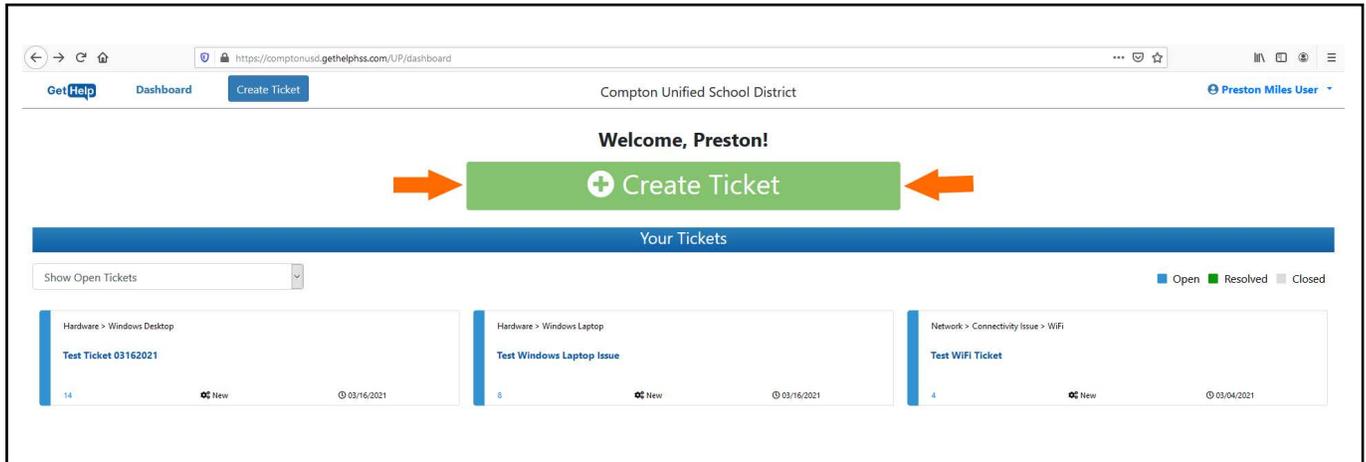
From this screen, a selection of problem types will be available to choose from. For this example, I will be creating a ticket for a Windows Laptop that is giving me an error. I will select the most appropriate problem type, which will be Hardware
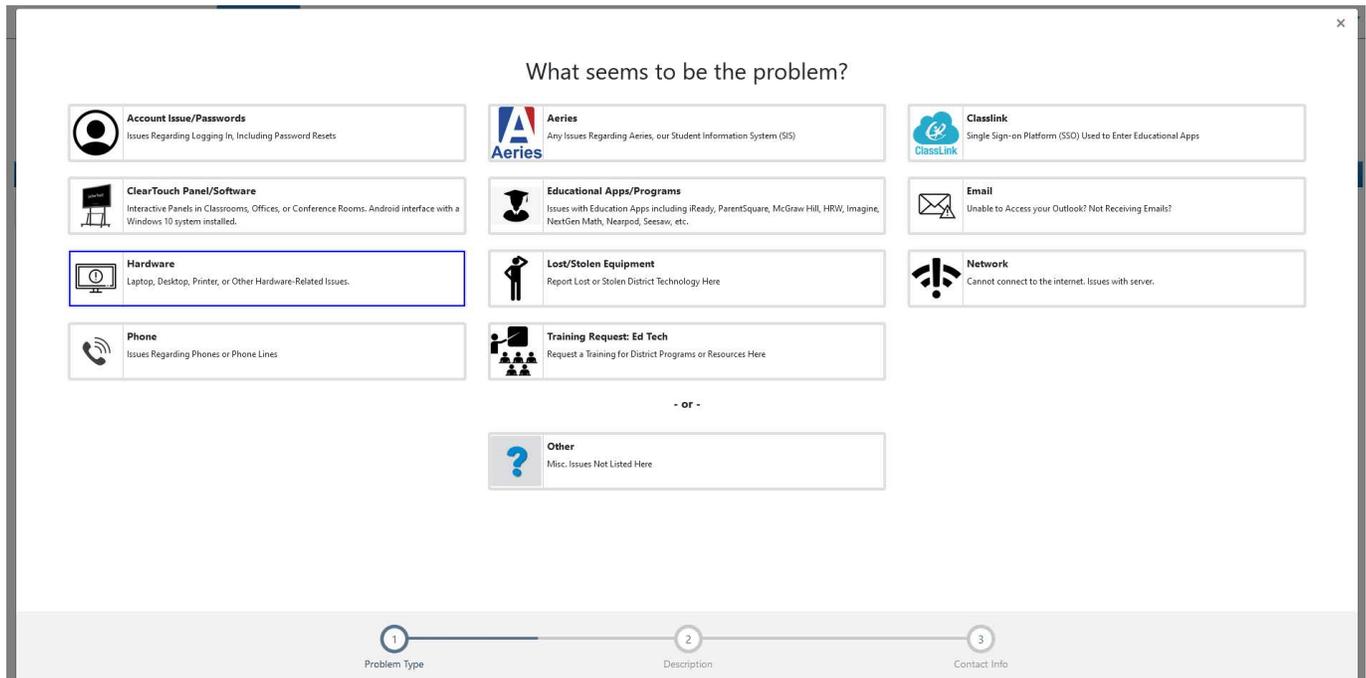
Each problem type will have more options to help narrow down the exact issue. For this example, the Hardware section allows you to choose between Laptops, Chromebooks, Printers, iPads, etc...
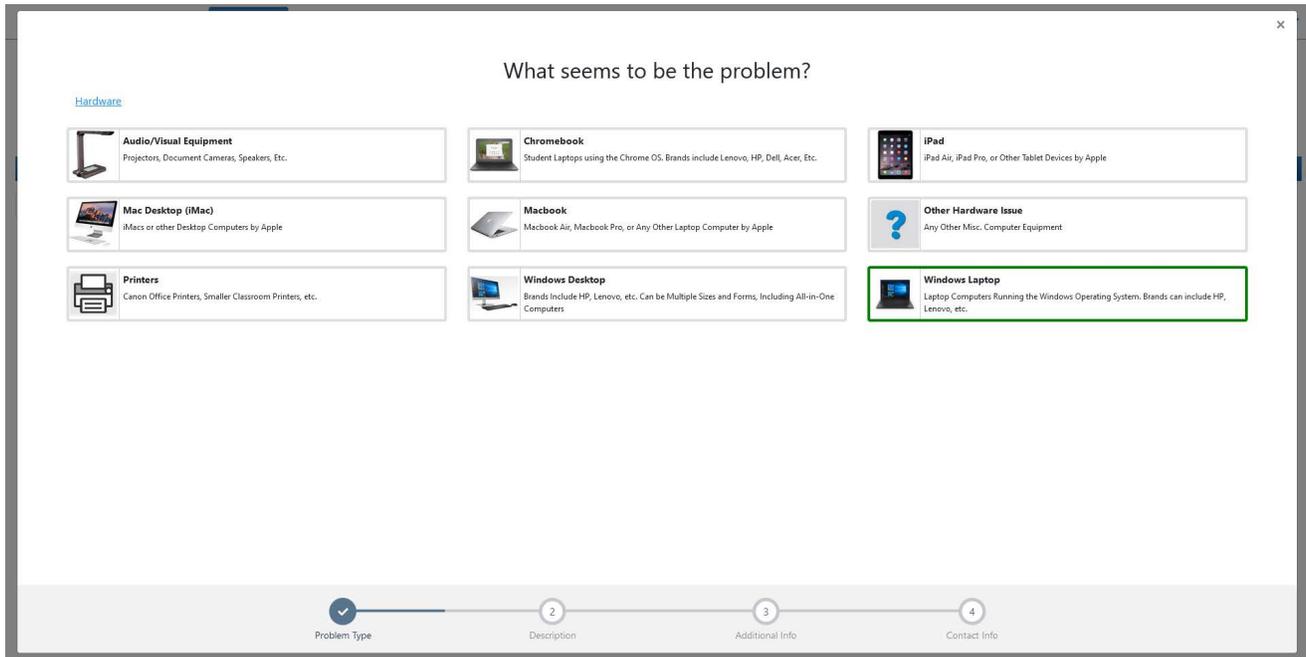
Give the ticket a Title (Summary) and Description of the issue. In order to provide the best service, we ask that you please include <u>as much detail as possible</u> when describing your issue
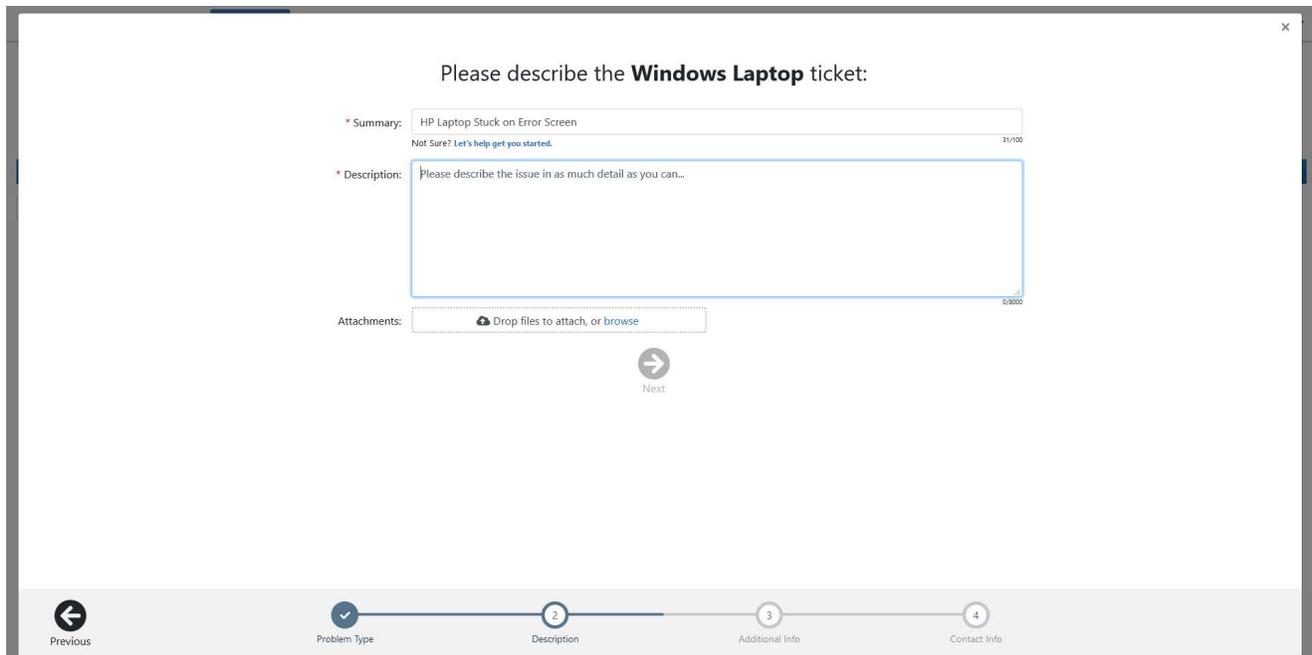
Some problem types might require some additional details. Though sometimes not required, please fill these fields out to the best of your knowledge

Under the Device Details section, you will have the opportunity to provide the device's Asset Tag. Doing so will tie the ticket details directly to the device in our Inventory and establish a history. This will allow us to review past issues and determine if any problematic patterns arise

The next step is to put in your location. To assist you best, we have made this section mandatory. To find your site, begin typing your school or office location and a drop down menu will appear

Success!! Your ticket has been created and will be reviewed by an ITD technician. If you made a Training Request, Ed Tech will reach out for further instructions
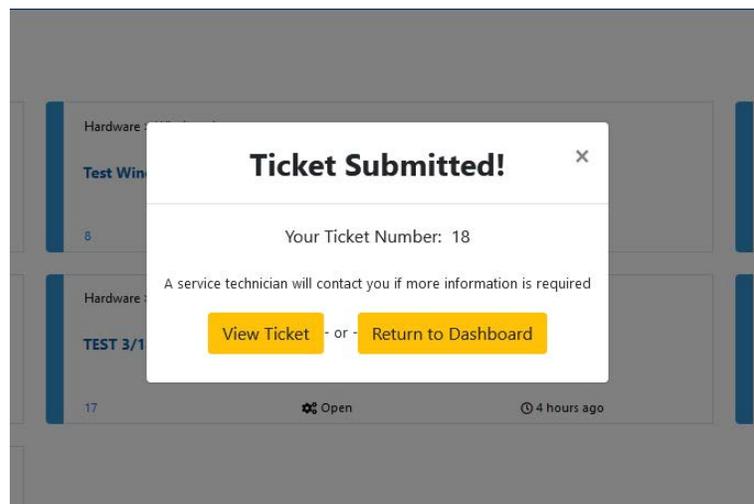
Once the ticket is created, it will show on the main screen in GetHelp under "Your Tickets". You can track the progress, watch for updates, and communicate with the assigned technician. The technician can also use this screen to reach out with any further questions or comments

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Tips for Ticket Creation:

- Please provide as much detail as you can when creating your ticket. Doing so will allow us to troubleshoot the problem as efficiently as possible.

- Follow-up comments/questions from the tech will be emailed, so keep a close eye on your inbox if additional information is required.

- When multiple devices are in need of support, create a ticket for each separate device. Please do not bunch multiple devices into one ticket. We understand this can be tedious if you need multiple devices supported, but each ticket is directly tied to that individual device in our inventory.

- Create your own tickets and do not rely on school support staff to do so for you. Each ticket is directly tied to the creator's ClassLink account.

- If you are unable to sign in for any reason, including a forgotten password, our Help Desk is available to assist! Please call us at Extension x55194 from 7:30am - 3:30pm during normal operating days.