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 <u>Classlink!</u> 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



Compton Unified School District ITD Help Desk - (310) 639-4321 x55194



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

Get Help Dashb	oard Create Ticket		Con	npton Unified School	District			O Preston Miles U	User
			We	elcome, Presto	n!				
		-	÷	Create Tick	(et	-			
				Your Tickets					
how Open Tickets	~						Op	oen 📕 Resolved 📃 C	Close
Hardware > Windows Deskto	p		Hardware > Windows Laptop			Network > Connectivity Issue >	WiFi		
Test Ticket 03162021			Test Windows Laptop Issue			Test WiFi Ticket			
14	OC New	Q 03/16/2021	8	OS New	Q 03/16/2021	4	OS New	() 03/04/2021	

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 <u>Hardware</u>

	Account Issue/Passwords Issues Regarding Logging In, Including Password Resets	Arries Any Issues Regarding Aeries, our Student Information System (SIS) Acries	ClassLink Single Sign- on Platform (SSO) Used to Enter Educational Apps
	ClearTouch Panel/Software Interactive Panels in Classrooms, Offices, or Conference Rooms. Android interface with a Windows 10 system installed.	Educational Apps/Programs Issues with Education Apps including Ready, ParentSquare, McGraw Hill, HRW, Imagine, NextGen Math, Nearpod, Sessav, etc.	Email Unable to Access your Outlook? Not Receiving Emails?
0	Hardware Laptop, Desktop, Printer, or Other Hardware-Related Issues.	Report Lost/Stolen Equipment Report Lost or Stolen District Technology Here	Network Cannot connect to the internet. Issues with server.
6	Phone Issues Regarding Phones or Phone Lines	Training Request: Ed Tech Request a Training for District Programs or Resources Here	
		- or -	
		Other Misc. Issues Not Listed Here	



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...

Hardware	What seems to be the problem	1?
Audio/Visual Equipment Projectors, Document Cameras, Speakers, Etc.	Chromebook Studert Laptops using the Chrome OS. Brands include Lenovo, HP, Dell, Ace	IPad Air, Pad Air, Pa
Mac Desktop (iMac) Macs or ether Desktop Computers by Apple	Macbook Macbook Air, Nacbook Pro, or Any Other Leptop Computer by Apple	Other Hardware Issue Any Other Miss. Computer Equipment
Printers Canon Office Printers, Smaller Classroom Printers, etc.	Windows Desktop Brands Include HP, Lenovo, etc. Can be Multiple Sizes and Forms, Including J Computers	All-in-One United States All-in-One Laptop Computers Running the Windows Operating System. Brands can include HP, Lenovo, etc.
Problem Type	O Description Additional Info	Contact Info

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

	Please describe the Windows Laptop ticket:	x
* Summary:	HP Laptop Stuck on Error Screen Not Sure? Let's help get you started.	31/100
* Description:	Please describe the issue in as much detail as you can	
Attachments:	Drop files to attach, or browse	0,8000
	Next	
Previous Problem Type	2 3 4 Description Additional Info Contact In	to



Some problem types might require some additional details. Though sometimes not required, please fill these fields out to the best of your knowledge

	Almost done! Windo	ws Laptop issues require	additional informatic	: on:
		Device Details		
		Is there a device tied to this problem? Click here to record it to this ticket.		
		Windows Laptop Details		
	Windows Version:	Windows 10	· 0	
	Windows PC Brand:	HP	~ 0	
	Model Number of Device:	HP Probook 450		0
	Serial Number:	12345678910	11/1000	Ø
		€ Next		
Previous	Problem Type	Description Addition	3)	4 taat info

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

	Almost done! Windows Laptop issues require additional information:	×
	Device Details	
	Tag Number: Please enter tag number	
	Where can I find the tag number? Tag numbers are typically located on the back/bottom of the device, above/below the bar code.	
	Laming 200 	
	What if the device has no visible tag number? If you cannot locate a tag number, select "Cancel" below. Use the description field to describe the device before submitting to the technician.	
	It keeps saying 'Tag Not Found' - what do I do? There is a chance the tag number is out of date. Click "Cancel' below. Use the description field to describe the device before submitting to the technician.	
	Cancel	
Previous	Problem Type Description Additional Info Contact Info	

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

				×
	What's the best way	to reach you?		
* Site:	Please enter your campus			
* Boom:	Please enter where your technician can find you (room	number, building, etc.)	A Site is required.	
			A Room is required.	
Phone Number:	Save number to profile			
	Ð			
	Submit			
	-	-	•	
	O	—		
Previous Problem Type	Description	Additional Info	Contact Info	
	\A/b at's the bast way	ta nagala yay?		
	what's the best way	to reach you?		
* Site: Cent				×
* Room: CHAVEZ H				_
DISTRICT P				
Phone Number: EKO MULTI	PURPOSE CENTER INC			
I THURGOOD	MARSHALL HIGH SCHOOL-CENTENNIAL HIGH SC	HOOL		
	-			
	•			
	Submit			

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

Hardware		
Test Win	Ticket Submitte	d! ×
8	Your Ticket Number: 18	
A Hardware :	service technician will contact you if more infor	mation is required
TEST 3/1	View Ticket - or - Return to Da	shboard
17	🍂 Open	(0.4 hours ago



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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

GetHelp	Dashboard	Create Ticket		Compton	Unified School Distric	t		
		< Back 18 - HP Lap Hardware > Windows Add Comment	top Stuck on E : Laptop	rror Screen				
		Details Status: Problem Type: Windows Lapte Description Test Activity	New Windows Laptop Op Details	Submitted On: Last Edited:	03/18/2021 12:53 PM 03/18/2021 12:53 PM	Contact Info Assigned Technician: Submitted By: Location Info Site: Reom:	Unassigned Preston Miles User 🖪 Centennial High School Room 13	
		Need to talk t	o the technician about your	issue? Type in here and	click 'Submit'.		o/too Submit	

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. <u>Please do not</u> <u>bunch multiple devices into one ticket</u>. 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.

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