Schoolstation SupportDesk
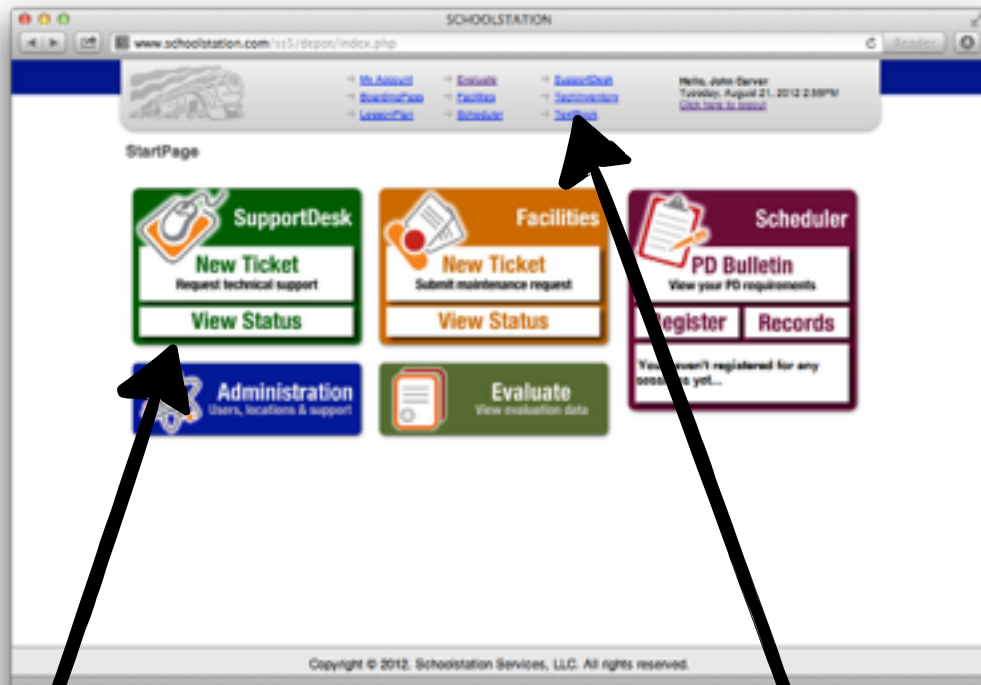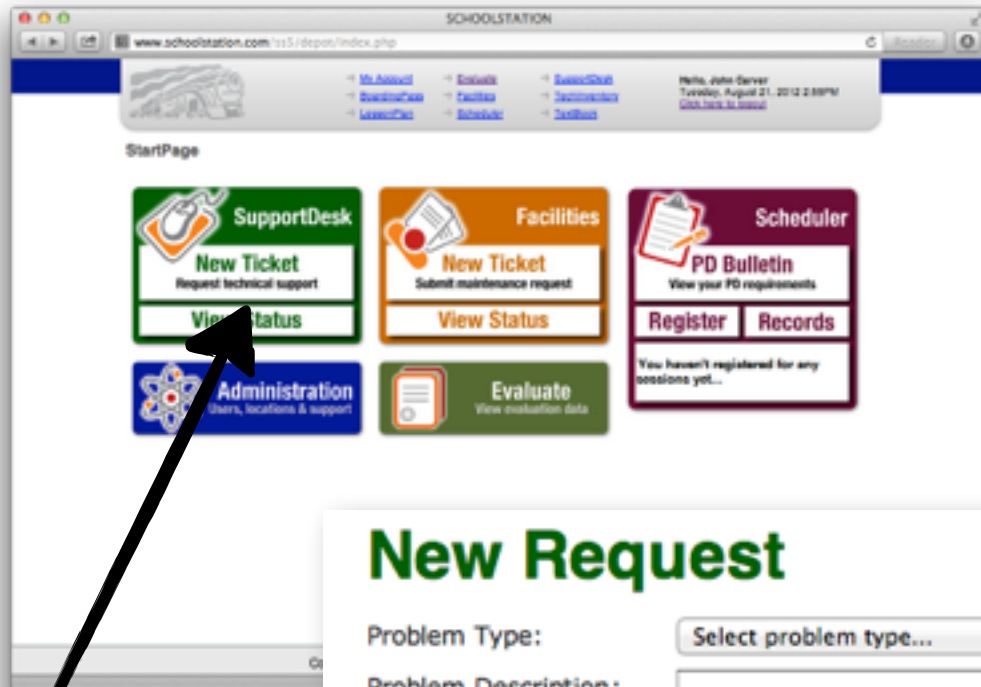## Technology Trouble Tickets

Quick Start Guide

Schoolstation SupportDesk Web App

Schoolstation SupportDesk is a web based app for managing your school district's technology trouble tickets.

Schoolstation SupportDesk is accessible at http://www.schoolstation.com/ss5

SupportDesk is available from the Schoolstation **StartPage** in the menu box at the top of the page or from the **SupportDesk** area of the **StartPage**.

Trouble tickets can be created by clicking on **New Ticket.**

New Request

Problem Type: [Select problem type... ▾]

Problem Description: [   ]

Priority: [Low ▾]

Other Comments: [   ]

Technician Comments: [   ]

Admin Comments: [   ]

Location: [Mayflower BOE ▾]

Technician Assigned: [Unassigned ▾]

Status: [Not started ▾]

Room #: [   ]

Contact Name: [   ]

Asset #: [   ]

[Submit Request]

New trouble tickets contain the following information:

▸ Enter problem type and problem description

▸ Priority information

▸ Other comments

▸ Location and technician assignment

▸ Status and contact information

▸ Asset Number

NOTE: Not all fields may be available depending on your userlevel.

The **SupportDesk** page allows you to:

‣ Create tickets

‣ View ticket assignments

‣ View ticket counts by school and quickly view ticket stats

‣ View district and school wide tickets

‣ View open, closed and unassigned ticket counts

‣ Run reports and access settings

 **NOTE:** Not all options may be available depending on your userlevel.

When **Viewing Tickets**, you see the ticket number, problem type, location, priority, status, tech assigned and creation date. To edit the ticket, simply click the **Edit** link.

Edit Request

|	
Problem Type:	Interactive Board ⇕
Problem Description:	test
Priority:	Low ⇕
Other Comments:	
Technician Comments:	
Admin Comments:	
Location:	BRES ⇕
Technician Assigned:	Luffman, Sherry ⇕
Status:	Not started ⇕
Room #:	
Contact Name:	3
Date:	03/18/14
Created By:	luffmans@mauryk12.org

Submit Request   Delete Request

When **Editing** a ticket, you can edit the **Description** and enter **Comments**, change the **Priority** and **Assign** the ticket to a technician.

NOTE: Not all fields may be available depending on your userlevel.

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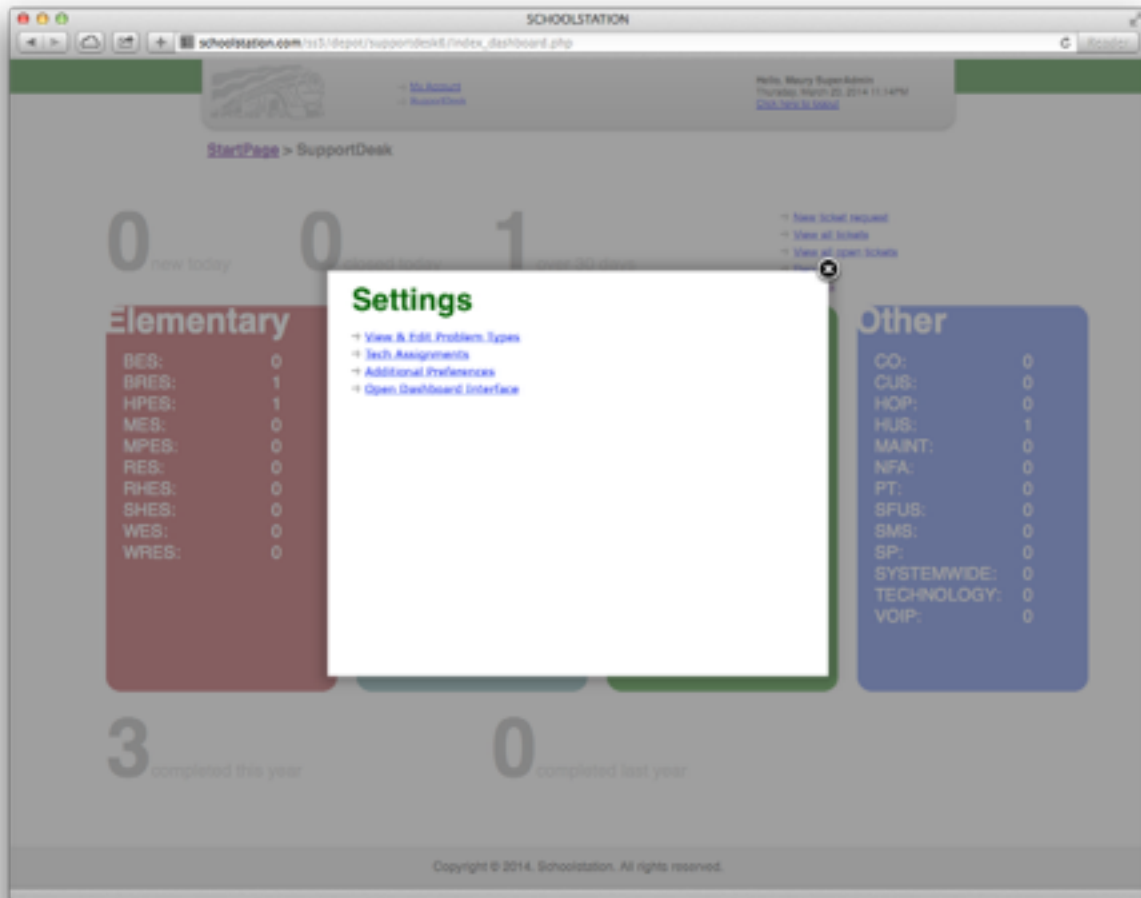
From the **Settings** screen, you can view and edit problem types, enter technician assignments, enter additional preferences including school year and email notifications and access the Dashboard Interface.

NOTE: Settings and reports are only available to Super Admin and SupportDesk Admin userlevels.
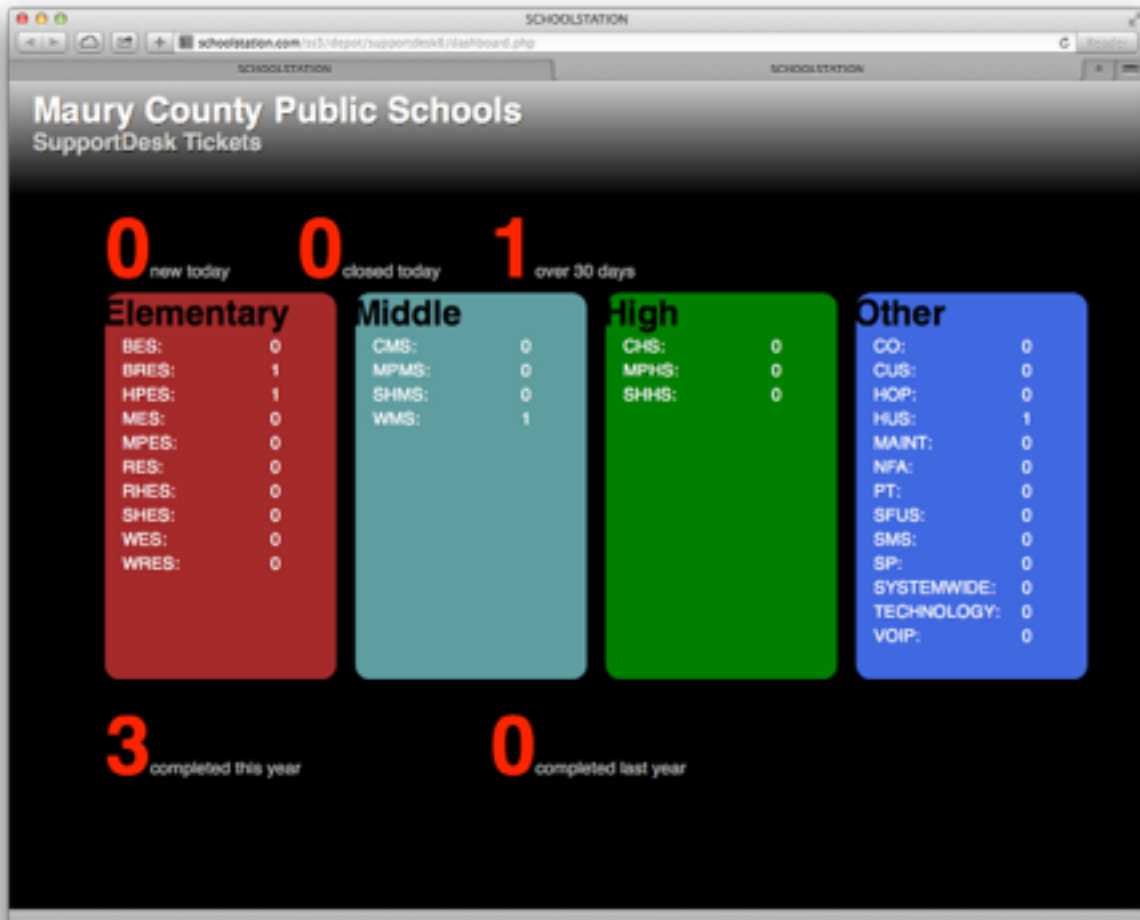
The **Dashboard Interface** allows you to view ticket statistics in a format that can be displayed full screen using a computer or television. The information updates automatically every 30 seconds.