



HelpDesk Line @
916-375-7999
Or
3Com Phone (VoIP)
Ext 1400
http:\\helpdesk.wusd.k12.ca.us



Technology Services

**Help Desk Guide** 

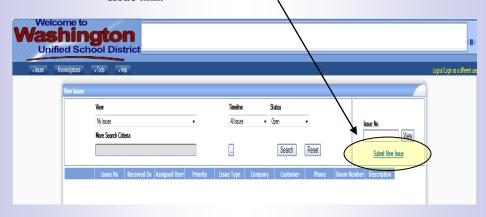
## How To Use The WUSD HELPDESK

The following document has been created to assist you with logging into the WUSD Help Desk system. Follow the instructions below for a quick step by step guide.

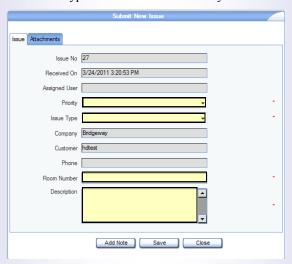
- 1. From your web browser go to: http://helpdesk.wusd.k12.ca.us
- To Login, use your WUSD Computer Logon Account.
   (For example: Joe Smith would be jsmith)



3. To report a new issue press the **Submit New Issue** link.



- 4. Enter your information in the following \* fields. (a red \* indicates the field is required.)
- A. Priority
- C. Room Number
- B. Issue Type
- D. Summary



- 5. Press **Save** once you have entered all the data for your ticket. You will be returned to the main screen.
- 6. From here you can view and update any of your open tickets.
- 7. When you are finished please log out of HelpDesk.

You will receive an email confirming your Helpdesk ticket and assigned Support Technician.

Thank you for using the WUSD HelpDesk.
For further assistance, please call our
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