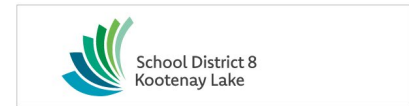


Accessing the Helpdesk and Work Orders website

- Open a web browser (Chrome, Edge, etc) and enter the website address – <https://servicedesk.sd8.bc.ca>
- Use your SD8 email (firstname.lastname@sd8.bc.ca) and password to log in



SD8 HELPDESK



Log In

E-Mail

Password

Remember me

Creating a IT Helpdesk ticket or Operations workorder

- On the Request Tab, choose the Request Type for the type of request you are making.
- Once you select ITS (IT tickets) or OPS (Operations work orders), you can identify the request type from the dropdown menus that appear.
- For Operations work orders, there is an additional field to specify whether the request is due to vandalism or not.



SD8 HELPDESK

[Request](#) [History](#) [FAQs](#) [Messages](#) [Profile](#)

Help Request

Request Type
Subject
Request Detail

Help Request

Request Type OPS
Subject
Request Detail
Vandalism Yes
 No

- Carpentry
- Contractor/Third Party
- Custodial
- Electrical
- General
- Grounds
- HVAC
- Locksmith
- Painting
- Plumbing

Enter the Request Details

- For the **Subject**, enter a brief description of the issue
- In the **Request Detail** section, enter the details for the request. E.G – Room, scope of request,
- Attachments (pictures, documents) can be added by clicking the **Add File** button and then choosing the file(s).
- The **Location** field can be selected, but this will be automatically filled if not entered.
- Please enter the room number in the **Room** field as well.
- After all details have been entered, press the Save button to create the ticket.
- You will receive a confirmation email with the ticket/work order number.

Help Request

Request Type ITS User Account Administration

Subject

Request Detail

Attachments

Location Room

Priority Medium

Checking you requests

- Click on the History tab to open current and past requests that you have made.
- On the left-hand side of the screen, you will be able to filter your requests by Status and Type. There is also a search bar on the right-hand side
- If you select a request, it will open on the right-hand side and show a preview. There is also a link to open the ticket in another browser tab.

The screenshot shows the 'SD8 HELPDESK' interface. At the top left is the School District 8 Kootenay Lake logo. The main header includes 'Request', 'History', 'FAQs', 'Messages', and 'Profile' tabs. A 'FILTERS' section on the left allows filtering by Status (Closed, OPS - Assigned, OPS - In Progress) and Type (Painting, Power, Staff Laptop). The main content area displays a list of requests, including 'Mud patch and paint conference room B, SBO', 'Conference Room B', and 'NOP - Laptop Trackpad / Chad'.

Ticket Details

- When viewing the request, you will be able to do the following:
 - Reply to/Add comments
 - Add attachments to the request
 - Cancel the request
- If the request is closed, adding a comment will re-open the ticket and notify the assigned tech.

The screenshot shows the 'TICKET DETAILS' page for ticket #13917. The ticket is marked as 'New'. A 'Cancel ticket' button is visible. The title is 'Update Barco in board room'. The details include: Created 3/24/22 9:44 AM, Due 3/24/22 4:44 PM, Created by: Nick Muzzio, Client: Nick Muzzio, and Assigned tech: Dan Faulks. The 'Details' section states: 'The Barco system is requesting an update, please update.' Below this is an 'ACTIVITY' section with a text input field for comments and a 'Browse' button for attachments.