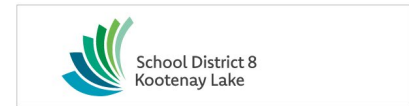


Accessing the Helpdesk and Work Orders website

- 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

ITS
OPS

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 left-hand sidebar contains a 'FILTERS' section with expandable categories for 'Status (3)' and 'Type (3)'. Under 'Status', there are checkboxes for 'Closed 1', 'OPS - Assigned 1', and 'OPS - In Progress 1'. Under 'Type', there are checkboxes for 'Painting 1', 'Power 1', and 'Staff Laptop 1'. The main content area shows a list of requests, each with a title, ID, status, and type. The first request is 'Mud patch and paint conference room B, SBO' (#13909, OPS - Assigned, Type: Painting). The second is 'Conference Room B' (#13910, OPS - In Progress, Type: Power). The third is 'NOP - Laptop Trackpad / Chad' (#11950, Closed, Type: Staff Laptop). A pagination control at the bottom shows '< 1 >'. A search bar is visible at the top right of the main content area.

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 located in the top right corner. The main title is 'Update Barco in board room'. Below the title, the following information is displayed: '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'. A 'Details' section contains the text: 'The Barco system is requesting an update, please update.' Below this is an 'ACTIVITY' section with a text input field containing the placeholder 'Type your comment here'. To the right of the input field is a '+' icon. Below the input field is a 'Browse' button and the text 'No file selected yet.' A close button (X) is in the top right corner of the details panel.