

OPUSD **NEW** MyTechDesk HELP DESK INSTRUCTIONS

- All requests for tech support **MUST** be made through the Help Desk.
 - If you cannot access your computer at all, then submit the form on someone else's work station but LOGIN as YOU.
 - If all else fails call the Help Desk **818-735-FAST** OR e-mail the HelpDesk at helpdesk@opusd.org
- Remember that the fastest way to get help is by submitting your issue online. Every request has to be entered through the online portal. So when you call the number above the tech will simply go online and create a ticket. It does not get you faster service.



- Access the HelpDesk by going to: <http://www.oakparkusd.org/helpdesk> or clicking on the Help Desk button.

- Select **REQUESTOR**
- **Groupname** is **opusdtech** (this should be auto filled)
- **Username** is your district username
- Enter your **Password**
- Click on **LOGIN**
- Check the **REMEMBER GROUPNAME & USERNAME** box

- Click on **NEW** in the gray bar

Home List New Help **Oak Park Unified School District**

New Ticket

Subject ⓘ
EXAMPLE: Unable to print to B Pod Printer HP4500

Primary Location Alternate Location ⓘ **Category** ⓘ **Importance** ⓘ **Due Date** ⓘ
DO Select location... Printer Issue Medium

Description ⓘ
Give us as much data as possible:
The more detail you give us, the faster we can resolve the issue.

Room # ⓘ
Room # REQUIRED

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- **SUBJECT:**
A brief description of issue. For example:
 - Unable to print to B Pod Printer
 - Smartboard projector is not working
- **CATEGORY:**
Select the category that fits your issue
- **IMPORTANCE:**
Remember what happened to the Boy Who Cried Wolf- be realistic in your assessment.
- **DUE DATE:**
Please only use this if there is an emergency
- **DESCRIPTION:**
Give as much detail as possible. The more detail you give us, the faster we can troubleshoot and resolve the issue for you.
- **ROOM #:**
This is a MANDATORY field. If you do not enter a room number, it will delay your ticket
- Click **SUBMIT**

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Ticket added

Ticket number #1301974546 has been successfully added.

Please save this number for future references.

OK

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- Click **OK**
- This verifies that the system has received your ticket

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OPUSD Technology HelpDesk

Manage Profile ⓘ
Change Password ⓘ

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Tickets

Submitted Tickets

- Cannot get online
- EXAMPLE: Unable to print to B Pod Printer
- Test Ticket

2 days old

- You will be returned to your user home page.
- You will see that your issue has been added under **TICKETS**

Home List New Help

Ticket List

Filtering Options Status
All Uncompleted Reset

Page 1 of 1
Previous 1 Next
First Last

Ticket No.	Subject	Date Added	Due Date
1302198216	Cannot get online	04/07/2011	
1302198060	EXAMPLE: Unable to print to B Pod Printer HP4500	04/07/2011	
1301974546	Test Ticket		

Items listed: 3

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- You may also click **LIST** in the gray bar to see a listing of the status of all your tickets.

- Click on any ticket in the list to see the **TICKET FOLLOW-UP.**

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Ticket Follow-Up

Ticket No. 1302198060

Subject
EXAMPLE: Unable to print to B Pod Printer HP4500

Category Printer Issue **Importance** Medium **Due Date** N/A

Description
Give us as much data as possible:
The more detail you give us, the faster we can resolve the issue.

Follow-Up

In the event that you solve the issue yourself or it miraculously "disappears":
Click here to **CANCEL** the ticket [> Cancel this ticket](#)

- This is the where you can reply to a tech with additional info that he/she may request of you in the **RESPONSE HISTORY** section below or add additional info after placing a ticket.
- Click **SUBMIT** after you make an entry.

Submit

Follow-up History
No follow-ups have been added to this it

All of the **FOLLOW-UP** notes that YOU place will be logged here

Notification History
No ticket notification messages have been added to this ticket

NOTIFICATION HISTORY logs ticket completion ONLY.

Response History
No responses have been added to this ticket

RESPONSE HISTORY logs all the notes that techs make regarding the issue. They may ask questions requiring a response from you- so check here often and respond in the **FOLLOW-UP** section above.

MyTechDesk

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We feel that the new HelpDesk will prove to be a valuable tool for OPUSD and will increase the productivity of the tech department, helping us to better serve you!