

OPUSD HELP DESK INSTRUCTIONS

FIRST TIME LOGIN

If you have trouble following these instructions call the Help Desk **818-735-FAST**
OR e-mail the HelpDesk at helpdesk@oakparkusd.org



1. Access the HelpDesk by going to: <http://www.oakparkusd.org/helpdesk> and clicking on the BIG, RED button.

The login page has a blue header with "Home", "Help", "MyTechDesk™", and "Login". Below the header is a "Login" section with a computer icon. The "Requestor Login" section asks the user to enter their groupname, username, and password. It includes radio buttons for "Staff" and "Requestor" (selected). The "Groupname" field is pre-filled with "opusdtech". The "Username" and "Password" fields are empty. There are "Login" and "Cancel" buttons. A "Remember groupname and username" checkbox is also present. A "Forgot Your Password?" link is at the bottom. The footer contains the MyTechDesk logo, copyright information, and a link to the Terms of Service.

- Select **REQUESTOR**
- **Groupname** is **opusdtech** (this should be auto filled)
- **Username** is your district username
- **Password**
 - The FIRST time you SIGN IN- click on **Forgot Your Password?**

The password request page has a blue header with "Home", "Help", "MyTechDesk™", and "Login". Below the header is a "Password Request" section with a computer icon. The "Requestor Password Request" section asks the user to enter their groupname and username to request their password. It includes radio buttons for "Staff" and "Requestor" (selected). The "Groupname" field is pre-filled with "opusdtech". The "Username" field is empty. There are "Request" and "Cancel" buttons. The footer contains the MyTechDesk logo, copyright information, and a link to the Terms of Service.

- Select **REQUESTOR**
- **Groupname** is **opusdtech** (this should be auto filled)
- **Username** is your district username
- Click on **REQUEST**

Password Request

The password request was successful. Please check your e-mail for a new password to log in with.

OK



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- Click on **OK**
- Your password will be immediately e-mailed to you
- Open your e-mail
- Copy the password on the e-mail

Login

Requestor Login

Please enter your groupname, username and password to log in.

All fields are required.

Log in as

☐ Staff ☒ Requestor

Groupname

opusdtech

Username

Password

Login

Cancel

☐ Remember groupname and username

Forgot Your Password?



[Terms of Service](#)

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- Once again select **REQUESTOR**
- **Groupname** is **opusdtech** (this should be auto filled)
- **Username** is your district username
- Paste the password in that was sent in your e-mail
- Click **LOGIN**



Tickets

Submitted Tickets

No items submitted

> Manage Profile

> Change Password



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- Click on **CHANGE PASSWORD**

Change Password

Change Password

Enter and confirm your new password.

All fields are required.

Username

tteacher

Password

Password (Confirm)

Change

Cancel



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- Create a new, secure password.
- Confirm your password
- Click **CHANGE**

Would you like to change the stored password for this login? Change Don't Change X

Home | List | New | Help **Oak Park Unified School District's MyTechDesk™** Logout

Password successfully updated.


OK

MyTechDesk™ Terms of Service

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- Click on **OK**
- Click **CHANGE** in the gray bar with the white key icon.

Home | List | New | Help **Oak Park Unified School District's MyTechDesk™** Logout

 OPUSD Technology HelpDesk

Tickets

Submitted Tickets

 No items submitted

> Manage Profile ⓘ


> Change Password ⓘ

MyTechDesk™ Terms of Service

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- Click on **MANAGE PROFILE**

Home | List | New | Help

 **Requestor Profile**

Update Requestor

To update your requestor profile, make the appropriate changes and click on submit.

Bold labels denote required fields.

Group
Oak Park Unified School District (opustech)

First Name
Test

Last Name
Teacher

E-mail Address
tteacher@opUSD.k12.ca.us

Telephone Number **Ext.**
(000) 000-0000


Submit Cancel

MyTechDesk™

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- Check your user info
- Make sure your e-mail is the **oakparkusd.org** domain, NOT opusd.k12.ca.us
- For the fastest HelpDesk service, please provide us with a **cell phone number**.
- Click **SUBMIT**

Home | List | New | Help **Oak Park Unified School District's MyTechDesk™** Logout

 OPUSD Technology HelpDesk

Tickets

Submitted Tickets

 **Test Ticket** **0 days old**

> Manage Profile ⓘ

> Change Password ⓘ

MyTechDesk™ Terms of Service

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Congratulations! You are now all set up on the new system and ready to place HelpDesk tickets. We apologize for the inconvenience. This was a one time set up. However, if ever you forget your password or need to update your profile, you can refer back to these instructions.

[Click here to return to the website to get INSTRUCTIONS FOR PLACING A HELPDESK TICKET](#)