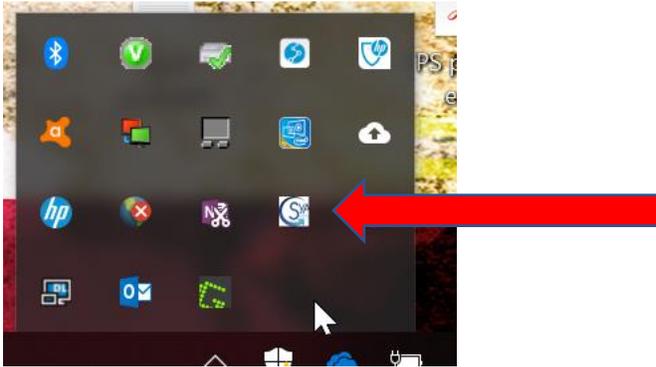


TORRINGTON

Public Schools

This guide is to assist you when submitting a HelpDesk Ticket.

There are two ways to access the Torrington Helpdesk. In your system tray you will see the SyAM icon. When you hover over it with your mouse it will say 'Self Service' click on it once it will take you to the Submit Ticket webpage.



The second way is from the Torrington.org web page. Under the For Staff > Tech Support and Click on the Help Button. It is that easy! Or navigate to <https://helpdesk.torrington.org/selfservice.aspx>

Signing in

You will be prompted for your username and password that you use to sign into your computer.

Sign in

https://helpdesk.torrington.org

Username

Password

Note if you are using Internet Explorer this will not appear as a pop up but in your taskbar at the bottom of the screen.

This will bring you to the helpdesk form:

Location and Requester

Attachments Create New Ticket

Please update your settings with your site information.

Location -

Site Name v

Location v

Room Number

Requester +

Notification +

Please click on the down arrow to choose your location(school). Also, you will need to let us know the room number you are having the issue in.

Requester -

Who is this ticket for? **Me**

Name

Email

Phone Number

If you are submitting the ticket for yourself, nothing needs to be changed here. If you are submitting the ticket for someone else, click on the square next to: Who is this ticket for? The click on search active directory. You can search by first name, last name, both or network username just by typing it in the field to right of "Username" and the clicking on 'Choose User" and selecting the user. This automatically fills in the request information.

Notification

The default is to send any changed made to the ticket via email. You can select not to receive any notifications. Or add someone you wish to be notified. Just add the email you want to be notified.

Notification -

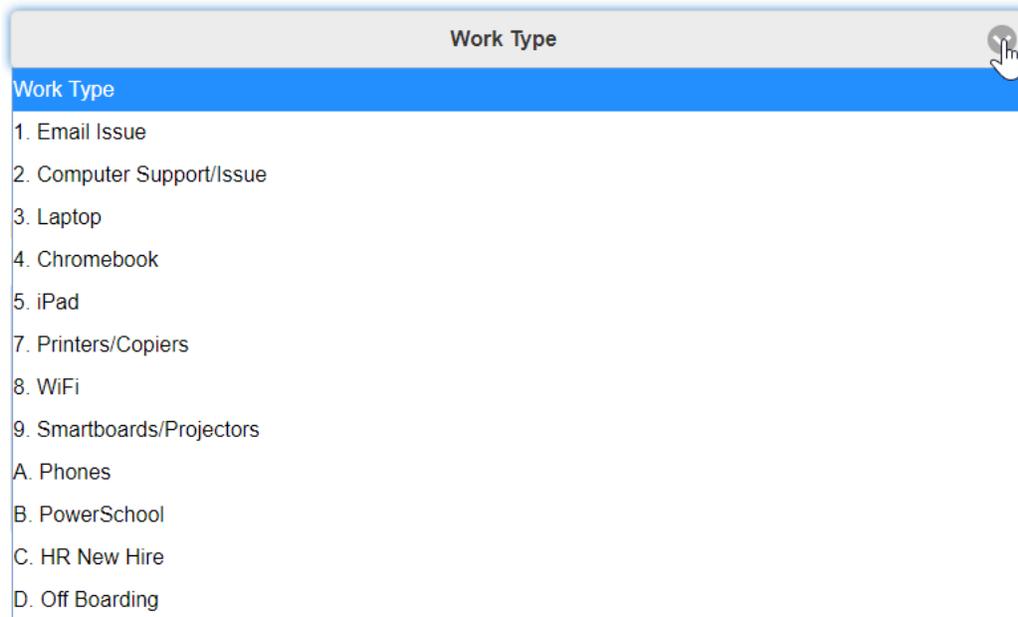
Notify me of ticket changes **Yes**

Notify Additional Users

Work Type

What type of problem are you experiencing?

This area is broken out into 1 main category and sub categories. Options C and D are for Human Resources only.



The image shows a screenshot of a web application's 'Work Type' dropdown menu. The menu is titled 'Work Type' and is currently open, displaying a list of 14 options. The first option, '1. Email Issue', is highlighted in blue. A mouse cursor is visible over the top right corner of the dropdown menu.

Work Type
1. Email Issue
2. Computer Support/Issue
3. Laptop
4. Chromebook
5. iPad
7. Printers/Copiers
8. WiFi
9. Smartboards/Projectors
A. Phones
B. PowerSchool
C. HR New Hire
D. Off Boarding

Once you choose the main category then click on the event area. We will use “1. Email Issue” as an example to show you the sub categories:

Then select Description of Issue:

Description of Issue 

- Description of Issue
- Account Changes
- Mailbox Full
- Need Password Reset
- Not Receiving Email
- Not Sending Email
- Other issue - please describe below
- Spam / Virus
- Unable to Login

Please select a description of issue that best fits.

After filling out the main category and the description there is an area where you can provide more information that you think will help the IT Department in troubleshooting your issue.

Please provide any additional information that describes your issue/problem. This will help better assist the IT tech when reviewing your ticket.

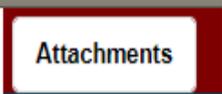
You do not have to choose an asset, location or owner.

You do not have to choose an asset. You may submit your ticket .

Location	Room Number	Owner
----------	-------------	-------

If you used the ‘Self Service’ icon from your system name it will insert your computer name info the field.

You can now click on green submit ticket at the top of the page or the bottom.

If you have any screen shots or attachments that you would like to add to the ticket. You can click on the  at the job of the page before submitting you ticket.

Menu Bar

At the bottom of the ticketing system you will see a menu bar:



This is in development. It will be used to inform customer about outages or important computer related information.



Create a new helpdesk ticket



Check on Ticket Status



Settings for default information when submitting a ticket.

Web link for TPS IT HelpDesk: <https://helpdesk.torrington.org/selfservice.aspx>

If you are unable to submit a ticket or are having an issue submitting a ticket you can send an email to helpdesk@torrington.org