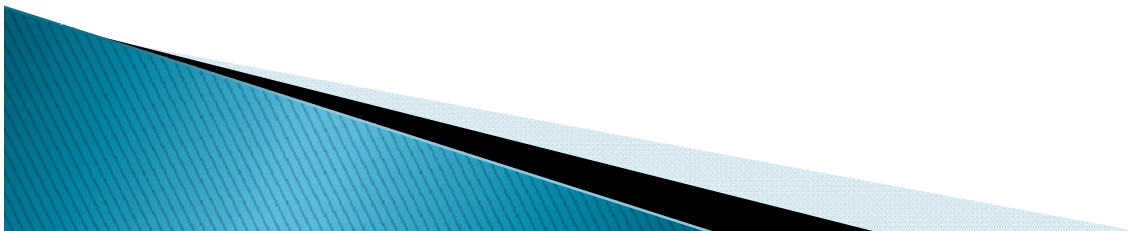


Clovis Unified eHelpDesk

Login and Create Tickets

Support Questions call 79595



Support Questions call 79595

1. Open Internet Explorer
2. Type <http://support/ehelpdesk/login.jsp> in the address bar.
3. Enter your name in the 'Login Id' (Network)
4. Enter your password



everything HelpDesk

Search knowledgebase

Login Id

Password

Login

5. Select Create New Ticket



everything HelpDesk

George Jetson Home

v 7.1.6

Create New Ticket Find User

Information Technology (0) Owned by me (0)

Check tickets **Export:** Excel | PDF

Priority	Ticket #	Location	Subject
----------	----------	----------	---------

Support Questions call 79595

6. Select your Location (Site)
7. Select Group (**Information Technology**)
8. Select Category (**User Accounts**)
9. Select Category Options
 - I. **Delete Account**
 - II. **Move Account**
 - III. **Name Change**
 - IV. **New Accounts**
10. Select the Account Type
 - I. **Network (AD)**
 - II. **Lotus Notes**
 - III. **Zangle**
11. Complete all remaining **fields**
12. Enter the **Subject**:

- Ex. Alta - Zangle Account
- Ex. Alta - Email Account
- Ex. Alta - Name change

12. Enter any Notes you may want
13. Select **Submit**

Contact Information

Contact : George Jetson Email : georgejetson@clovisusd.k12.ca.us
Phone : 3279595 (Office) Address : (None)

Ticket Info

* Location : Alta Sierra **6**
* Group : Information Technology **7**
* Category : User Accounts **8**
* Category Option : New Accounts **9**
* Assignment : Ticket Pool
Account Type : Zangle **10** Employee ID : **11**
Official Name : **11** Job Class :
Site :

Description

* Subject :
Note :
Attachments : (1MB file size limit) Browse...

Notify? Technician