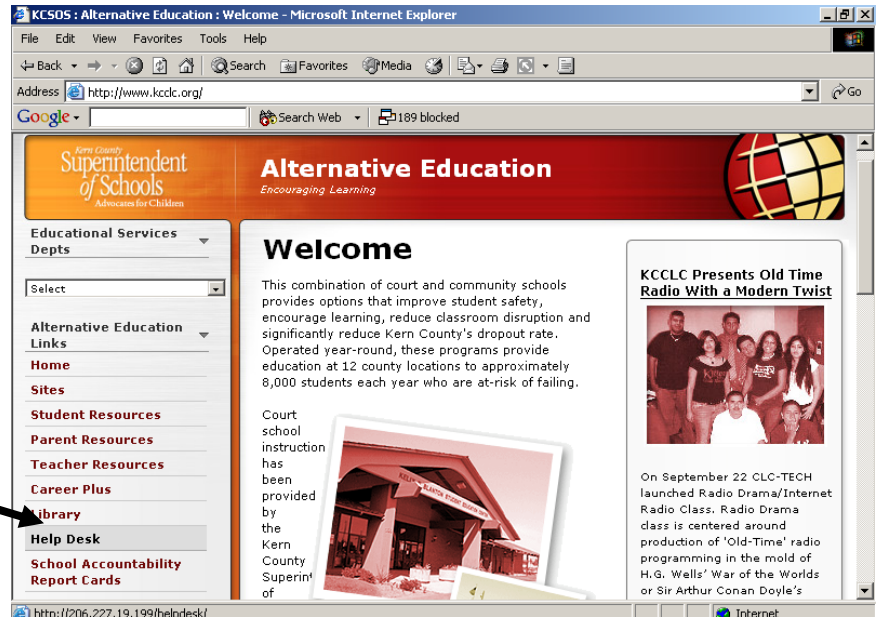


# To Submit a Help Desk Request

## - Section 1 -

- Open **Internet Explorer**
- In the Address Bar, type in: **www.kcclc.org**

On the left side of the web page, under the 'Alternative Education Links', click **Help Desk**

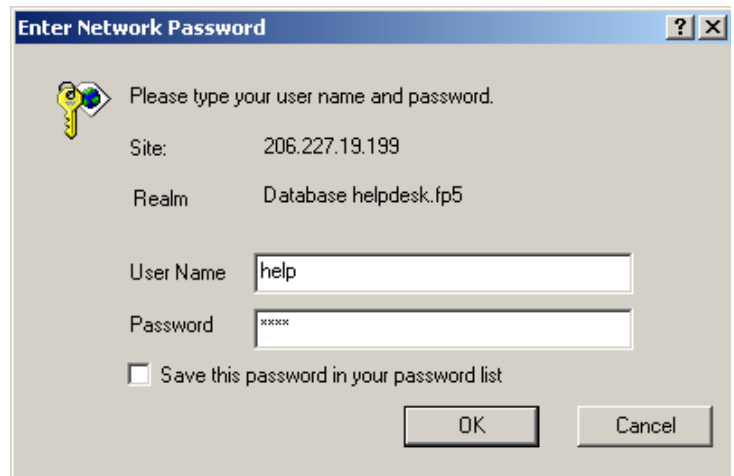


- Click on '**Launch Help Desk**'



In the '**Enter Network Password**' box,

- For the User Name, type: **help**
- For the Password, type: **help**
- Click **OK**



# Student Services Technology Helpdesk

- Click **Start Call**



HELP DESK

- [Start Call](#)  
Click this link to make a Help Desk Request
- [Search/Status](#)  
Click this link to check the status of your help request(s) or view previous calls.
- [Device and Software](#)  
Click this link to search for Devices and view Device Detail and Software assigned to that Device.

Contact the [Help Desk Administrator](#)

Start New Call   Search/Status   Dev/Soft   Help Notes

In the 'Email Address' box, type in Your full work e-mail address.

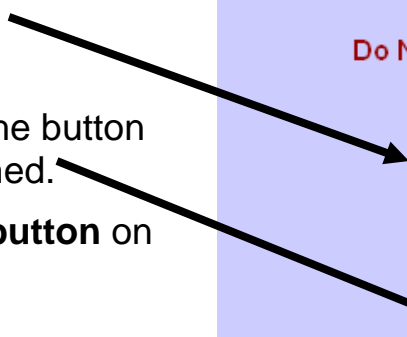
### Example:

jotownsend@kern.org

### Note:

Be sure to "click" on the button 'Continue' when finished.

Do not hit the Enter button on your keyboard



Start Your "Help Request"

Enter your email address in the field below, & click the "Continue" button.  
**Do Not Hit the Return key on your Keyboard!**

Email Address Example

Include entire email address, such as:  
jsmith@school.k12.ca.us

Continue

'Section 2' is only if you **Do Not** have a 'Help Desk' account created already.

If you **Do** have an account setup already, **skip ahead to 'Section 3'**

## - Section 2 -

### Note:

If you do not have a 'Help Desk' account created yet, this will page appear: →

- Click on the **New** button to setup up an account.

**!** The Email you entered does not exist in the Help Desk Database.

Please hit the back button in your browser and try again in case you made a typing error.

Or, if you continue to get this error message, you can add a new account for yourself by clicking on the "NEW" button below.

NEW

Fill in Your:

- **First Name**
- **Last Name**
- **Work e-mail address**

- Click on the black drop-down arrow and select your **school site**


- Click on **Add New User**

**Type in User information below, then click the "Add New User" button**  
**All fields must be filled out properly.**

<b>User First Name</b>	<b>User Last Name</b>	<b>User Email</b> (Include entire email address)
<input type="text" value="Josh"/>	<input type="text" value="Townsend"/>	<input type="text" value="jotownsend@kern.org"/>

If your location does not appear in the Drop Down Menu below, contact your [Help Desk Administrator](#).

**User Location**



**Example**

or [Return to Start](#)

After you click on 'Add New User' this page will appear. →

- Click on **Start New Call**

**Your User Record Has Been Added**

You can now use the Help Desk Solution to Create Help Calls.

- Type in **your e-mail address** that you used when creating your 'Help Desk' account

- Click on **Continue**

**Start Your "Help Request"**

Enter your email address in the field below, & click the "Continue" button.

**Do Not Hit the Return key on your Keyboard!**

**Email Address**

Include entire email address, such as:  
jsmith@school.k12.ca.us

**Turn the page to go to Section 3**  
→

## - Section 3 -

Be sure to fill out all the required fields

# Help Call Request

Welcome, **Josh**. Please fill out fields below then click "Submit Your Request".

If Josh is not the contact for this call, please enter contact name here:  
**Other Contact:**

**Choose priority:**  **Example**

**Location where support is needed:**  ... **Room/Bldg:**

**Phone and Ext:**

Do you need to be present when someone comes to help:  Yes  No

**Device Description** (Briefly describe equip Ex: HP 400 Printer)  
 ... or **Device ID**  if known.

**Help Request:** Please write a concise description of the problem below

.....  ..or [Return to Start](#)

- Click **Submit Your Request**