

Web Help Desk User Guide

Logging in and Updating Your Profile

1. Open an Internet browser and go to www.glenbard.org.
2. Click the link to log in to Web Help Desk, or click the Web Help Desk image.
3. Enter your FirstClass user name and password.
4. Click the Login button.

To Update Your Profile:

1. Click the Profile button in the upper right corner of the window.
2. Your name, e-mail address, and phone extension should be entered already.
3. Choose your building.*
4. Choose your room by clicking the dropdown menu and then clicking SELECT. Scroll down the list and choose your primary room number.
5. Choose your department.

* If you travel among buildings, you may need to put in a request to District Wide FirstClass & WHD to have another building added to your account.

Request Help

1. Click the Request button.
2. Choose the Problem Type from the dropdown list.

Choosing the proper Problem Type will expedite your request!

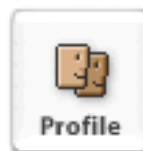
See the chart below for help identifying proper problem types.

Login

User Name

Password

Login



User Profile

* Indicates required fields.

First Name Stephanie

Last Name Wallace

E-Mail Stephanie_Wallace@glenbard.org

Phone 4295

Location* Glenbard South

Room GBS_Lab_AV

Department South AV

Save

Help Request

Problem Type

Subject

Problem Report

Attachments [Add File](#)

Continue...

Select:**For:****“Building Name” Technical Support**

- Problems with computers, printers, or Internet access in your building
- Computer desktop support
- Software installation/removal
(Requires all documentation, including valid license codes)
- Other computer needs

“Building Name” Maintenance

- Building maintenance
- Custodial issues

“Building Name” Phone Support

- Problems with the phone system your building
- Problems with your phone

District Wide PowerSchool Support**Sub Types:****All General Questions****Building” PowerGrade Support****Building” Student Data Request****Security/Access Request**

- PowerSchool needs
- Be sure to select the proper sub-type!

District Wide Employee Benefits

- Questions regarding employee benefits

District Wide Webpage Support

- All issues dealing with the Glenbard (public) website

District Wide JWalk Support

- All issues with the financial system

District Wide FirstClass & WHD Support

- Problems with FirstClass accounts
- Problems using Web Help Desk
- Requests for creations of FirstClass Conferences
- Staff Password reset
(For student password reset, use the reset tool located in the FirstClass District Wide Conference)

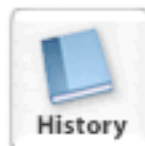
Please Do Not Request New Staff Accounts.***Staff accounts cannot be created until after the School Board approves the employee.*****District Office Technical Support**

- Assistance with computers located IN the District Office building
- Problems with the Glenbard.org (Tech Services) website
- Assistance obtaining quotes for technology purchases

Using Help History

You can check the status of any previous request by selecting the Help History button from the Web Help Desk tool bar. All of your previous requests will be listed by date and priority.

1. Click the Help History button in the upper right corner of the window.



2. Your tickets will be displayed with the ticket number, date, date of last update, status, and description (with notes).

Ticket History

Ticket Status Problem

No. *	Date	Updated	Status	Problem Description
36170	07/17/06	07/17/06	Closed	FirstClass Client not working on AV Machines: Internet is working fine, but the client software is n... D. Lynch: FirstClass server info has been updated on all AV iMac's.
35970	07/02/06	07/02/06	Closed	Podcast Server Config: Configure Web services, FTP, Blog, streaming, and AFP. Also configure backups... N. Dhamers: Configured as requested and tested - instructions for all fa...

3. Click on any blue ticket number for more details on that ticket, including all technician notes.

Ticket 36170

Report Date: 07/17/06 8:21am
Location: Glenbard South
Room: CBS, Lab_AV
Problem Type: South Technical Support
Subject: FirstClass Client not working on AV Machines
Problem Report: Internet is working fine, but the client software is not connecting.
Thanks!
Technician: Damien Lynch
Attachments: [Add File](#)

Notes	Date	Name	Note Text
	07/17/06 8:38am	Lynch, Damien	FirstClass server info has been updated on all AV iMac's.

Add a Note to a Ticket

1. Click on the Ticket No. in the History panel.

2. Click the Add Note button.

info has been updated on all AV iMac's.

New Note

3. Type a detailed note.

4. Click Save.

5. The note will be added to the ticket for the technicians.

Date	Name	Note Text
07/17/06 8:38am	Lynch, Damien	FirstClass server info has been updated on all AV iMac's.
07/25/06 1:59pm	Wallace, Stephanie	Thanks, Damien!

Cancel a Ticket

1. Click on the Ticket No. in the History panel.

2. Click the Cancel Ticket button.

3. Click OK.

4. The ticket will be cancelled.

Ticket 36170

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