



Fall River School

Technology Help Desk

Quick Reference Guide For Reporting Tech Issues

Go to: **helpdesk.fallriver.k12.wi.us**

It is also linked on the school home page

Sign-in using the link in the upper-right corner

Use the same login info you use for the computers


Click here to sign in

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Technology Help Desk

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Welcome to the Support Center


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. Please list each issue in a separate ticket.



Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

Be sure to browse our [Frequently Asked Questions \(FAQs\)](#), before opening a ticket.

Making a Request

You ask for help or report a problem by opening a 'ticket' in the system. The ticket is a transcript of your original request and any communication that took place since. Avoid combining different problems into one request; each issue should have a separate ticket.

Before opening a new ticket, check the Knowledgebase for answers to common questions.

To open a new ticket, click the link at the top

Start by choosing the topic and subtopic to identify the type of request you are making.

Some topics require more information, such as the computer number.

Every ticket has a summary and details section. This is like an email subject and body.

When you are done, click 'Create Ticket'

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Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Email: cmonster@fallriver.k12.wi.us
Client: Cookie Monster

Ticket Details
Please Describe Your Issue

Issue Summary:

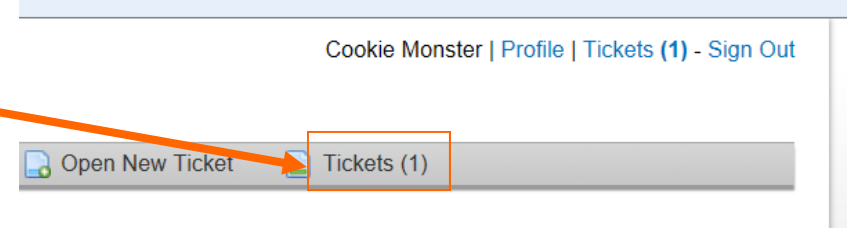
Issue Details:
Rich text editor with toolbar (bold, italic, underline, link, list, etc.)
Details on the reason(s) for opening the ticket.

Attachments:

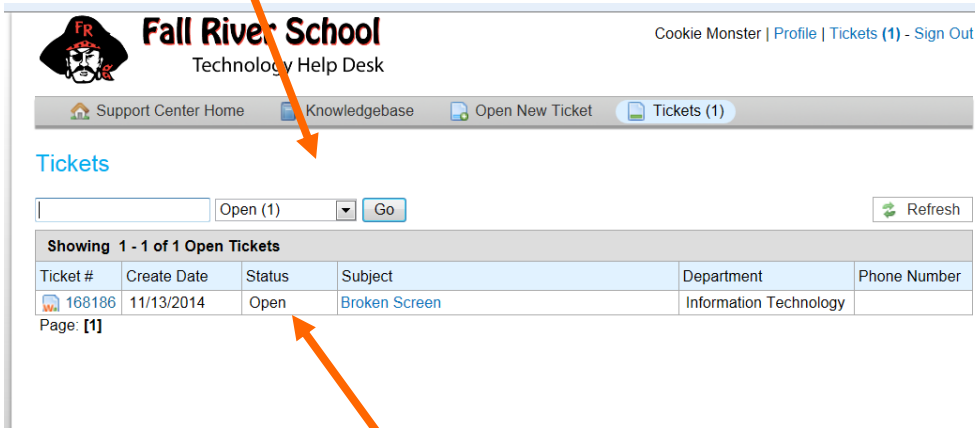
Checking on an Existing Request

Once you open a new ticket, you should receive an email with the details of your request. You will also receive an email when change have been made to your ticket, or more information is needed. You can reply to this email without logging back into the helpdesk

You can also log in to check on and add to existing tickets.

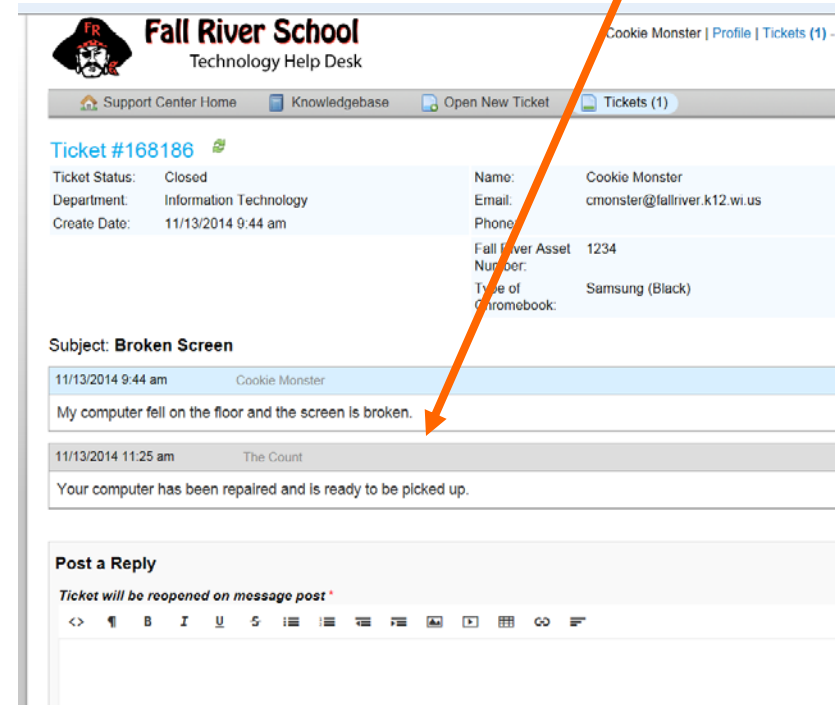


This screen shows all tickets you have opened




Open tickets are still in progress. Closed tickets have been completed

Clicking on a ticket shows all updates



Sample Ticket



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Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Email:
Client:

Chromebook Details

Please add the following information about your Chromebook.

Fall River Asset Number: *

This number is found on a white sticker that says Fall River School Di

Type of Chromebook: *

Please select what kind of Chromebook you have.

Ticket Details

Please Describe Your Issue

Issue Summary: *

Issue Details:

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My computer fell on the floor and the screen is broken.

Be sure to save!

This ticket asked for extra information because of the chosen topic.

The summary is just a few words and describes the issue.

Describe the issue in more detail here.

Be sure to save!