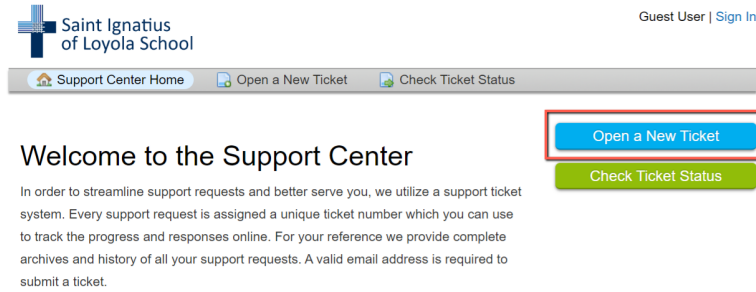


# Saint Ignatius Loyola Student Help Desk

This document will give you information on the use of the new helpdesk system. In the technology department we are striving to provide Saint Ignatius Loyola Students with excellent service. In order to achieve this goal, we need your help by adhering to the follow procedure when requesting service from the Technology Department.

1. Navigate to <https://studenthelpdesk.saintschool.org/> Click open a new ticket.

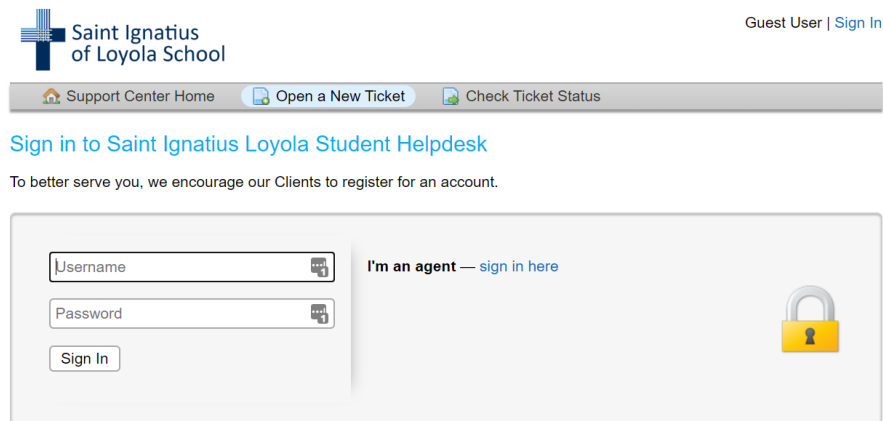


Your login information is the same as your login for the computers.

**Username: firstname.lastname**

**Password: 4 digit student ID**

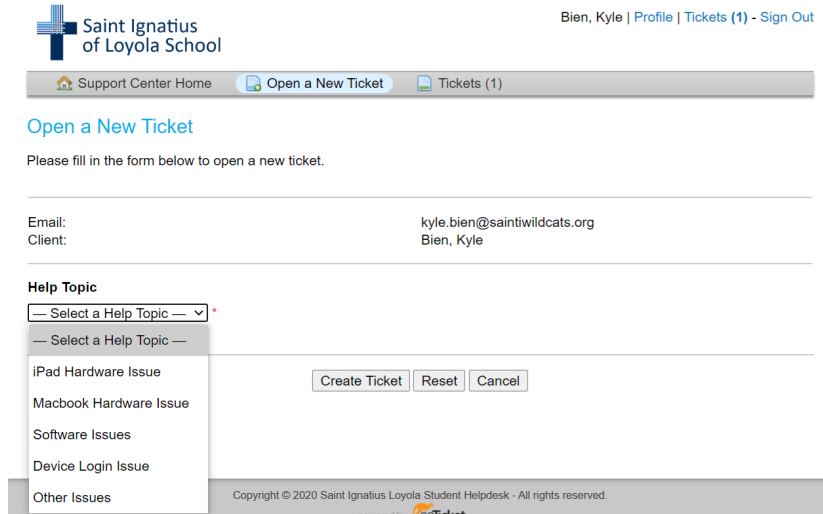
Click Sign in after entering login information.



Username is firstname.lastname and then student 4 digit number for the password. If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

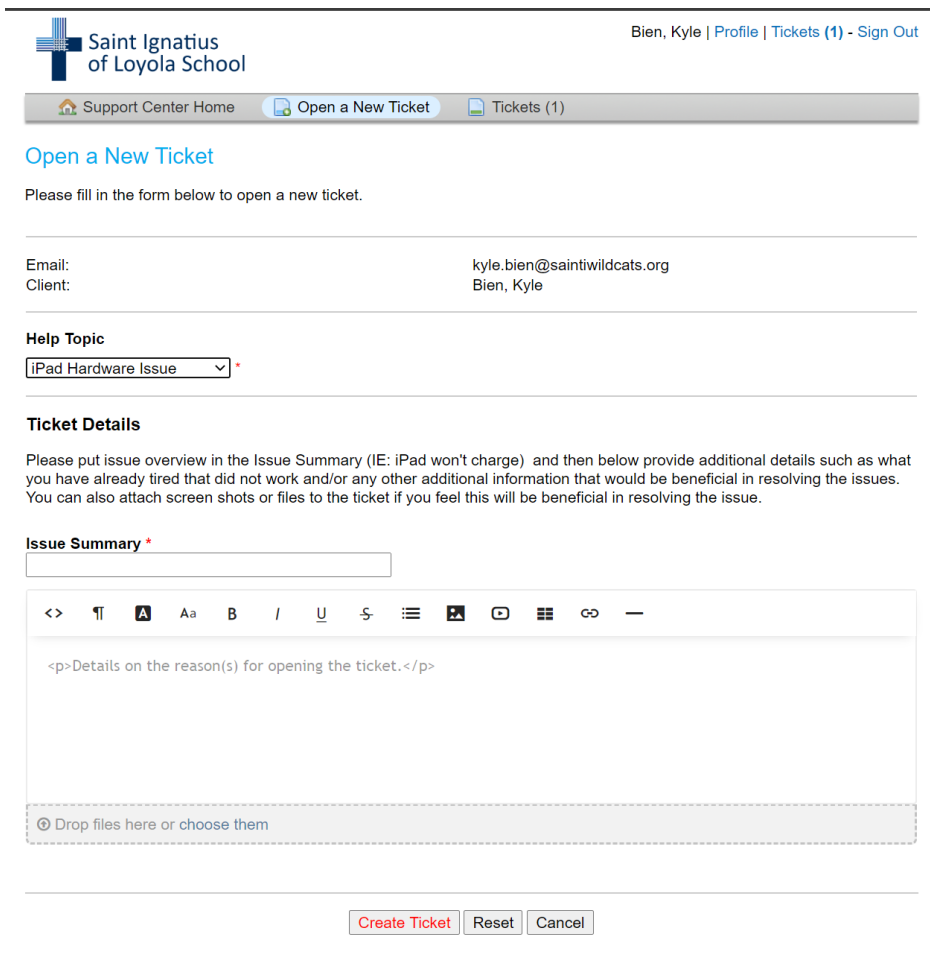
The create new ticket screen will open.

## 2. Select from the drop down the type of issue



The screenshot shows the 'Open a New Ticket' form for Saint Ignatius of Loyola School. The user is logged in as 'Bien, Kyle'. The form includes fields for 'Email' (kyle.bien@saintwildcats.org) and 'Client' (Bien, Kyle). The 'Help Topic' dropdown menu is open, showing options: 'Select a Help Topic', 'iPad Hardware Issue', 'Macbook Hardware Issue', 'Software Issues', 'Device Login Issue', and 'Other Issues'. The 'Create Ticket', 'Reset', and 'Cancel' buttons are visible at the bottom right of the form.

## 3. Ticket Details



The screenshot shows the 'Open a New Ticket' form with the 'Ticket Details' section expanded. The 'Help Topic' dropdown is now set to 'iPad Hardware Issue'. The 'Ticket Details' section contains a text area for the 'Issue Summary' with a rich text editor toolbar above it. The toolbar includes icons for undo, redo, bold, italic, underline, link, unlink, and other formatting options. The text area contains the placeholder text: '<p>Details on the reason(s) for opening the ticket.</p>'. Below the text area is a dashed box for file uploads with the text 'Drop files here or choose them'. The 'Create Ticket', 'Reset', and 'Cancel' buttons are visible at the bottom right of the form.

## **Ticket Details**

**Issue Summary:** Give a short descriptor to your issue. Ex. Computer issue, Stylus Issue, Login Issue, ETC.

**Issue Details:** Please try to be as detailed as possible when describing the issue. The more information that you provide us the better prepared we will be when we work to fix your issue.

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You may attach a file to the ticket screen, using the attachment button.

4. **Click the create ticket button**
5. **Once work order is submitted. You will get a notification with the ticket information and IT will be notified by email that a new work order has been entered.**
6. **Communication for additional information will be done through the ticketing system. You can click on the email in the work order email to access the ticket again to add any additional notes or information requested to help resolve the issue.**