How to make a help desk ticket.
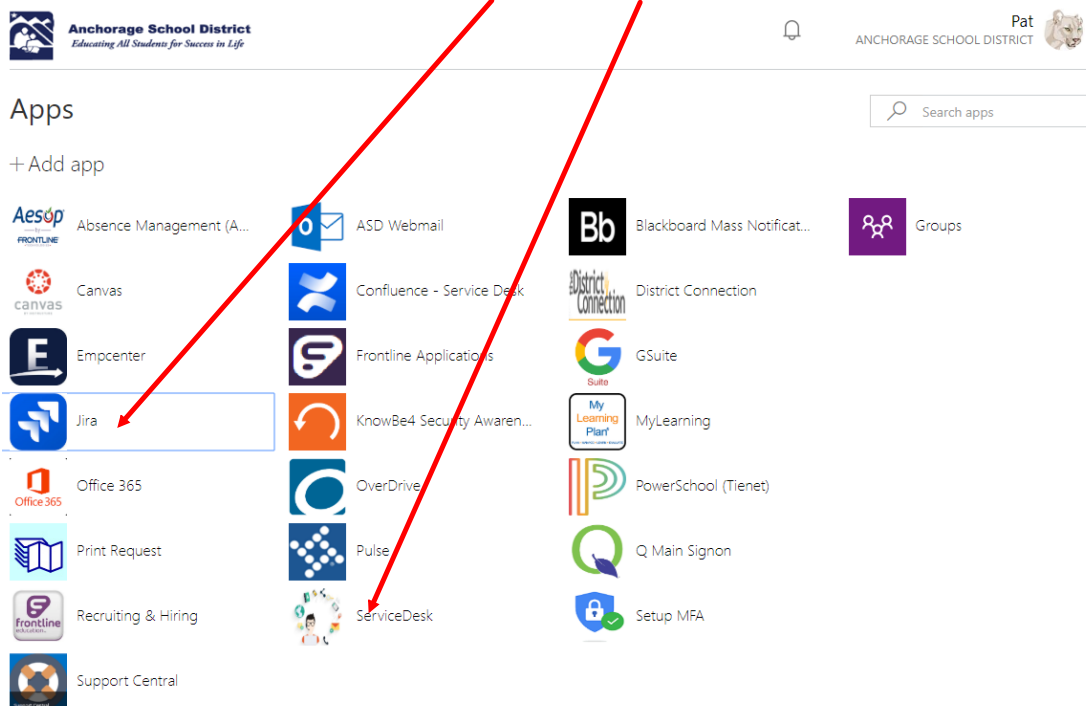
You should be logged into the ASD main app page: login.asdk12.org

Click on either **Jira** or **ServiceDesk**

You will land on this page

ASD Support

What do you need help with?	🔍

Popular

Assessment Service D...

Benefits Service Desk

Health Services Servic...

IT Service Desk

Leave Administration ...

Student Nutrition Serv...

Browse all

Recent

Get IT Support · IT Service Desk
Get assistance for general IT problems and questions

Equipment Repair · IT Service Desk
Request hardware repair or support.

Click on **Get IT Support**

you will be here

ASD Support / IT Service Desk

Get IT Support

Use this form to request general assistance or support from the IT department.

Summary

Give a brief description of your request.

Description

Describe your issue. Please provide as much detail as you can.

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or browse

Attach any relevant screenshots or documents.

School site/Location *(optional)*

Let us know what school or building where the issue is occurring.

Room Number *(optional)*

Let us know the room number where this issue is occuring.

Phone Number *(optional)*

Let us know the best phone number to reach you at for this request.

Create Cancel

How to make a Help Desk ticket for Service HS

Fill in the blanks

Get IT Support

Use this form to request general assistance or support from the IT department.

You can ignore this side

Brief description

Detailed description

Pictures or screen shots here

Summary

Brief description of problem

Description

As much detail of the issue as you can, please be clear and use complete sentences.

Attachment *(optional)*

Drag and drop files, paste screenshots, or browse

Our school, this one is important

School site/Location *(optional)*

× SERVICE HIGH

Room Number *(optional)*

Be sure to put in your room number

Phone Number *(optional)*

this can save me time but is optional

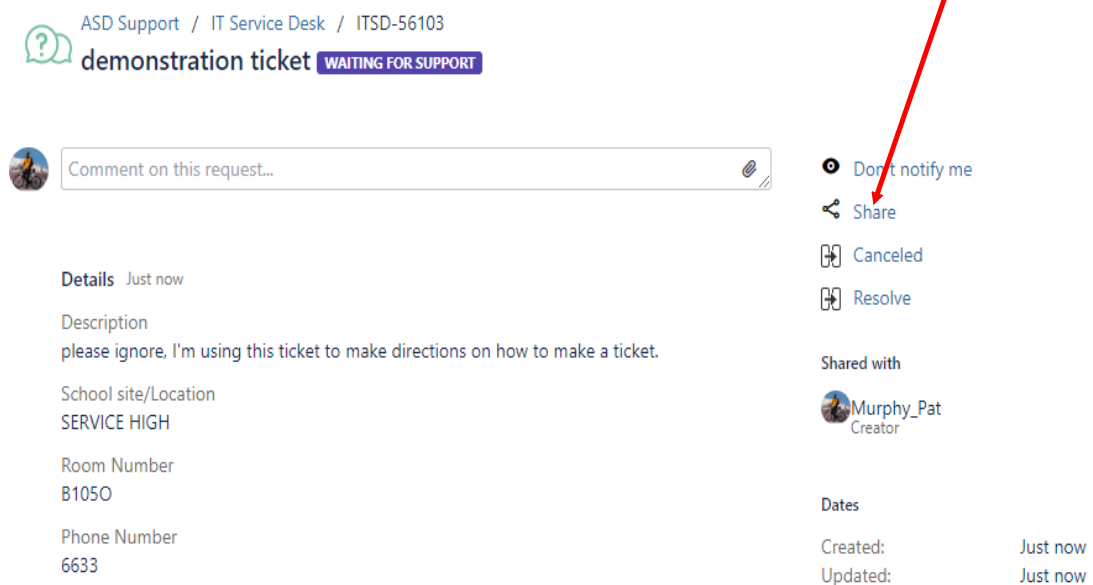When it's filled out, click create

Create   Cancel

We've found solutions that could save you time

📄 Thin Client - Printing at the Ed. ...

the thin client and the Citrix server is **briefly** interrupted. Once this **problem** occurs, printing can fail even when communication is restored. The following … **Problem** User is unable to print from a Citrix Thin Client Solution The print processing for a thin client happens on the print server, ITHINPRINT01. Thin

📄 Digication - Login **Problem**

Problem Users getting blocked access when logging in. Solution To access digication, please go to the website https://asdk12.digication.com https://asdk12.digication.com/ Click the Login Link If you are already authenticated and logged in to ASD, then you will get access to your digication portfolio If you

📄 Org Codes - Location Codes an...

Attached is a mapping of location codes and their **descriptions**. Stepbystep guide What are the uses of it? This is specific to Timecard Locations found in EmpCenter. I will look into creating a permanent list somewhere in Sharepoint that will auto refresh when changes in IFAS occur. In the meantime, please refer

4

When the ticket is done, you'll land on a page that looks like this

click on **Share**

ASD Support / IT Service Desk / ITSD-56103

demonstration ticket WAITING FOR SUPPORT

Comment on this request...

⦿ Don't notify me

⦷ Share

Canceled

Resolve

Details Just now

Description
please ignore, I'm using this ticket to make directions on how to make a ticket.

School site/Location
SERVICE HIGH

Room Number
B105O

Phone Number
6633

Shared with

Murphy_Pat
Creator
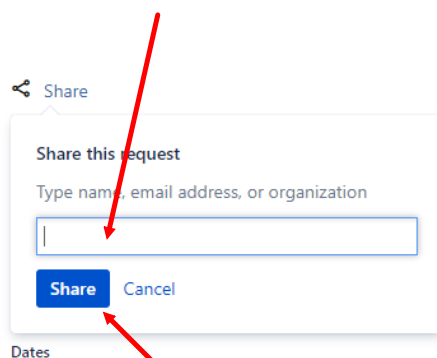
Dates

Created: Just now
Updated: Just now

put murphy_pat into the box

Share

Share this request

Type name, email address, or organization

[   ]

Share Cancel

Dates

Then click share

When you are done, you will get an email from the Jira ticket system indicating you've made a ticket.
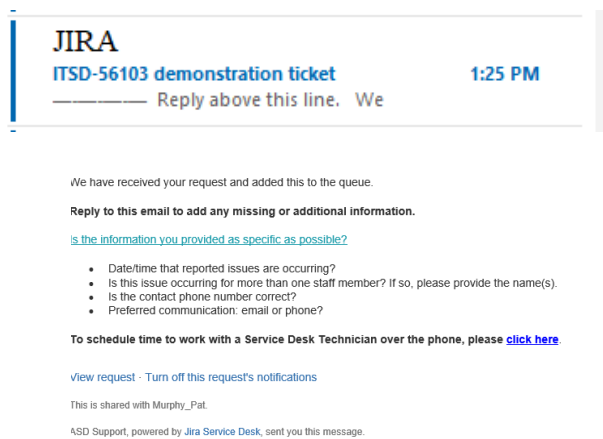
You are done. I'll also get an email telling me you made a ticket, only if you share the ticket with me.