

# eduphoria! helpdesk

Eduphoria! School Objects: helpdesk is a powerful system that will allow the district to manage the flow of maintenance and technology tickets.

Click the helpdesk link from your Applications screen in Eduphoria.



helpdesk

Request support and manage all of your requests.

## Submitting a ticket

Submit a Support Request

What are you having problems with?  
Select the type of request you need to submit from the list below.

Maintenance

<b>Electrical</b> Having problems with an outlet or electrical equipment?	<b>Plumbing</b> any problems with sinks, drains, etc.
<b>Any heating or air conditioning problems</b> use this request if your room is too hot or too cold	<b>Grounds</b> any lawn or athletic field issues
<b>Pest Control</b> any roaches, ants, mice, etc.	<b>Locksmith</b> any issues with doors, keys, or locks
<b>Custodial</b> Any cleaning issues	<b>Delivery</b> Delivery of paper and supplies, or relocation of furniture and equipment
<b>Roofing</b> any roof leaks	<b>Food Service</b>
<b>General Maintenance</b>	<b>Vehicle &amp; Equipment Repair</b>
<b>Irrigation</b> any irrigation repairs or schedules	<b>HVAC Scheduling</b> after hours HVAC schedules that can't be handled on campus
<b>Energy Management</b> any issues that need to be brought to the attention of the energy manager	<b>Carpentry</b>

Cancel < Back Next >

- Select the area that you are having trouble with. Take note that Maintenance is listed first, and Technology is listed second.
- For each ticket you will need to:
  - Select your campus
  - Enter your room number
  - Select a Priority (it will default to Normal)
  - Enter the details of your request

Enter the details of your request below

Make sure all of the information below is filled in and click: "Submit Request".

\* Campus: Select a Campus

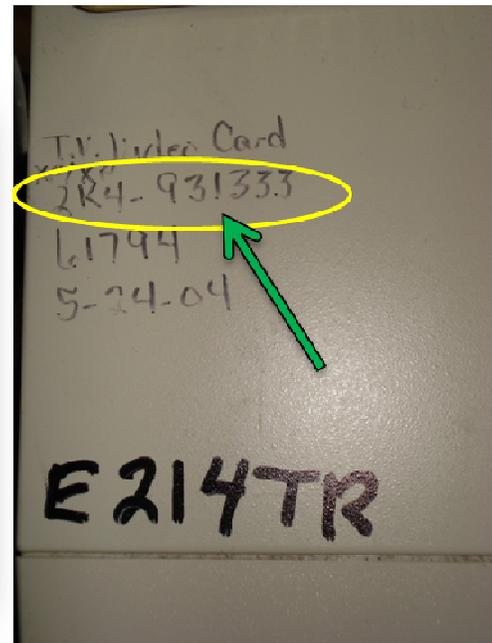
\* Rooms:

\* Priority:  Low  Normal  High

\* Detailed Request

Your room number will need to be entered for each ticket that you submit

- For a **Technology** ticket that you are submitting about your computer you will also need to enter:
  - the model of the equipment
  - the serial number of the computer
    - You will find the serial number on the top of the computer tower. It will either be handwritten, or found on the bottom of a black Dell tag next to the words "Service Tag:".



- Make sure to click the **Submit Request** button at the bottom of the screen once you have entered the information.

Enter the details of your request below

Make sure all of the information below is filled in and click "Submit Request".

\* Campus: --Select a Campus--

\* Room:

\* Priority:  Low  Normal  High

\* Serial No:

\* Model:

\* Detailed Request

- To the left of the screen you will see the options to view your open requests, pending surveys, or see past tickets that have been completed.

**My Support Requests**

- View My Open Requests
- My Pending Surveys
- Review My Requests