



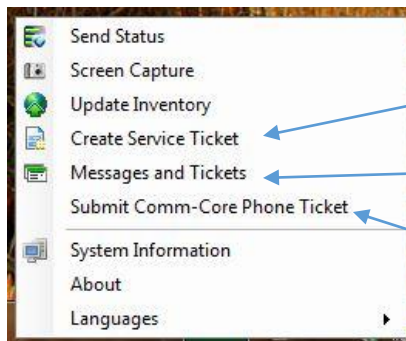
How to submit a Trouble Ticket

K12 provides a managed helpdesk in order to better serve the teachers and staffs located in the regions and schools. There are 2 ways to submit a ticket to receive help. They are as follows:

Option #1 Icon in the system tray of your computer



Each computer has a K12 icon in the bottom right hand corner of the screen known as the system tray. By clicking on the k12 icon it brings up the below menu.

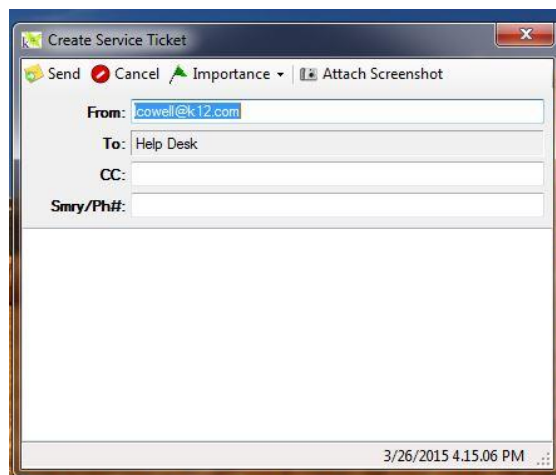


Click here to submit new ticket

Click here to check status of existing tickets or old tickets

Click here to submit a ticket for your VOIP phone with Comm-Core

Once you click “Create Service ticket” the below window opens up. Make sure your email is correct, and in the “Smry/Ph#” field put your brief description and phone number. The phone number is very important. In the last box list the details about your issue.





Once you submit your ticket you will then receive a phone call from one of the Regional IT Administrators staffing the National Helpdesk.

You can also check the status of your ticket by clicking on the “Messages and Tickets” menu. You can see updates to your tickets.

Finally, if you have a problem with your Comm-Core VOIP phone please click the menu that says “Messages and Tickets” This will open up a email that you can send directly to Comm-Core about your phone.

What happens if your computer crashes and you can't submit a ticket using the icon in the system tray? Option #2 can help in that situation.

Option #2 go to <http://www.k12nationalhelpdesk.com>

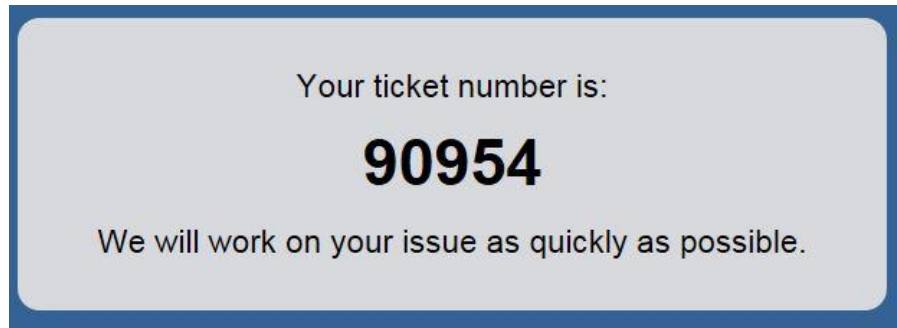
By going to the above web address you can submit a ticket from any computer, tablet, laptop or smartphone. By clicking on the link above it will bring you to the Helpdesk Web Portal shown below.

A screenshot of the K12 Helpdesk Web Portal ticket submission form. The form is set against a light gray background with a blue border. It includes the following fields: Name (text input), School (dropdown menu with "-- SELECT --"), School Email (text input), School Phone # (three separate text input boxes), Contact Phone # (three separate text input boxes), Computer Name (text input), Problem Category (dropdown menu with "Malware" selected), and Problem Details (a large text area with a vertical scrollbar). A "Submit Ticket" button is located at the bottom of the form. Below the form, there is a small link: "Employee Request Form (authorization required)".

Please fill out your name, School, School Phone, Cell Phone, select a category that you think best describes your issue and all the possible details you can list.



Once you have submitted your ticket a ticket number will pop up on your screen like the below picture:



Again, once you submit a ticket a Regional IT Administrator will give you a call, usually within a short time of you submitting your ticket. If there is a particular time you would like to be contacted, please include that info in the ticket details. We will do our best to contact you at the time but we cannot guarantee that will happen due to ticket volume.

Feel free to use whatever option is easier for you when submitting a ticket

Remember if you submit a ticket, you need to check the status of your tickets often, if a Regional IT Administrator tries to reach out to you more than 3 times in a 5 day period with no response the ticket will automatically close.