

KSC TECH NEWS

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Helpdesk Categories Updated

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The list of Helpdesk categories has been reformatted. The hope is that the list is not so overwhelming as the previous list.

The categories in Helpdesk are for routing rules. This means that when a Helpdesk ticket goes in under the category of PowerTeacher, this work order will go directly to our PowerTeacher support person. The work order bypasses your building tech and is sent to the specific support person. **The default category will be Service Request.** At this point, there will be no need to change the category unless you need the ticket to go to a specific person.

As a department one of our goals is to improve our communication, especially in work orders. We will begin putting more meaningful comments in work orders. This will help people to be able to check and understand what is happening with their problem at any point during the work order process.

When checking the status of a work order, open helpdesk and click on "My Helpdesk Console." You can see all the work orders associated with you and the status of them.

The following is the updated category listing in Helpdesk:

User Accounts

District Resources

Study Island
Google Docs
Renlearn
Achieve 3000
Clever
Promethean/ActiveInspire
Plato
Canvas
Other

Service Request (Default Category)

Break - Fix

Computer
Email
Internet
Printer/Copier
Other

High School 1 to 1 Student Issues

Power School

Data Request

Power Teacher



Have a relaxing and safe Fall Break!

Microsoft Home Use Program Website

1. Go to <http://microsofthup.com/>
2. Enter your KSC email to check if you are eligible to purchase Office. You will then receive an email from "Microsoft HUP" with details on how to complete your purchase.
3. Follow the prompts for the purchase.
3. The KSC Program Code is **A34CD47132**
4. Place your order online, and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping, and handling costs.

