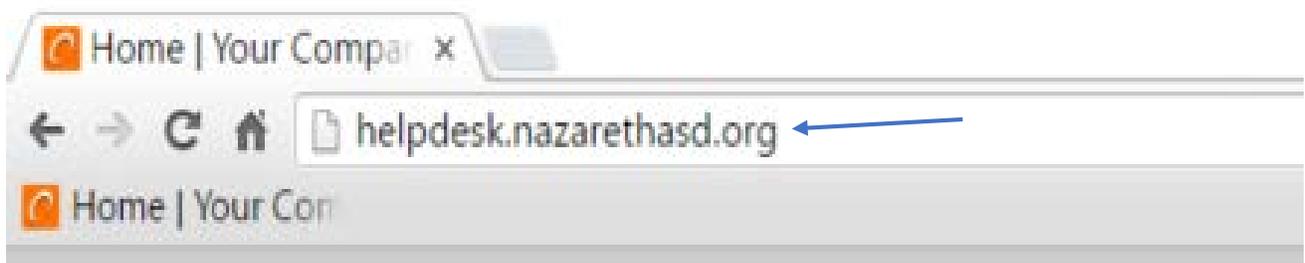




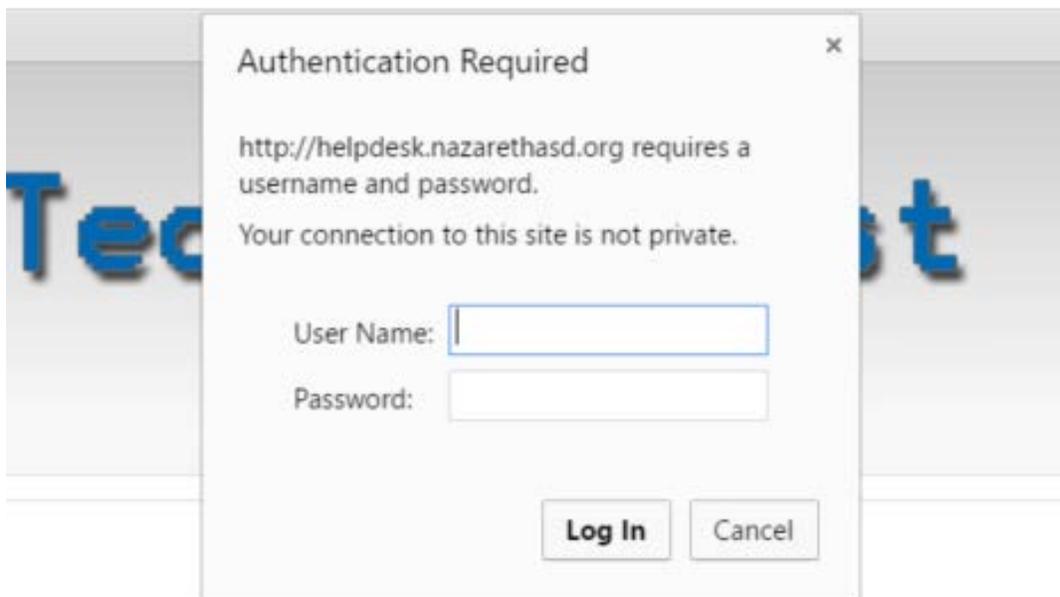
## NASD IT Department Tech Request System

-Type the new Tech Request address into the address bar or click the link below.

Recommend bookmarking for future use. <https://helpdesk.nazarethasd.org>



-A prompt will appear asking you to login with your credentials.



-To create a new Tech Request, scroll to the bottom of the page to fill in the information required and click submit.

---

For help with an IT issue you are experiencing, please complete the form below.

Summary:  \*

Description:  \*

Category:  ▼ \*

Location:  ▼ \*

Room:  \*

Select File:  No file chosen

[Clear Attachment](#)



A screenshot can be attached with errors that may show up during the issue. This will help us better troubleshoot the problem.

-To place an ink request, scroll to top of the page and select the “Ink Requests” tab. Fill in the information and click submit.

Home Ink Requests 

## In need of ink or toner?

You will notice that we have broken out the choices into three different sections:

1. Inkjet Printers
2. Color Laserjet Printers
3. Laserjet Printers

Please submit one ticket per request. Thanks!

To request a new ink or toner cartridge, please complete the form below.

Location:  \*

Room:  \*

Inkjet Printers:

Color Laserjet Printers:

Laserjet Printers:

Submit

When at the “Home” tab, staff can now check the status of all their active tech requests by clicking on the individual requests. Emails will also be sent to the user automatically about any comments or changes made to the request by the Technician. Users can also add more to the request through this feature.

The screenshot shows a web interface with two navigation tabs: "Home" and "Ink Requests". Below the tabs are three main content sections:

- Help Desk Phone Number**
  - Extension 1337
- Links**
  - [Launch Teamviewer Remote Assistance Tool](#)
- Welcome to the new NASD IT Tech Request system!**

We're implementing a new Tech Request system! Sign in using your Active Directory credentials (your username and password for computer and email access).

Once logged in, you can now do the following:

  1. Create a new ticket
  2. Respond or comment on an existing ticket
  3. Close a ticket that may have already been resolved
  4. View the status of open or closed tickets
  5. Reopen a previously closed ticket to accurately track a problems history

Another great feature of the new system is that all ticket updates will be communicated via email. You can even respond to an opened or closed ticket right from your email!

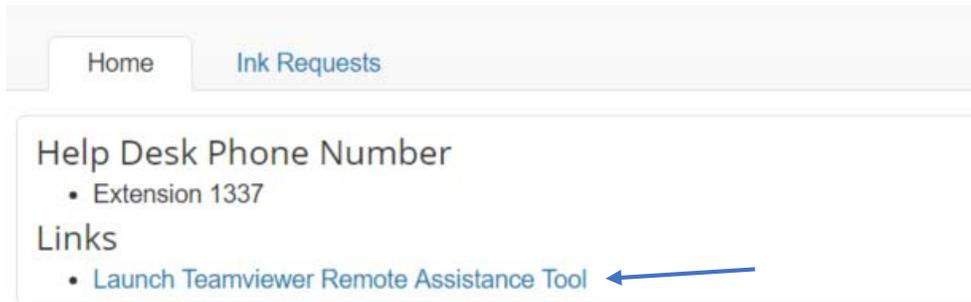
Below the welcome message, there is a personalized message for a user named Mike:

**Mike**, check the status of your open help requests below.

- [test2](#)  
Ticket #209 — opened on 2016-04-05 @ 09:21 AM
- [test](#)  
Ticket #208 — opened on 2016-04-05 @ 09:16 AM

-A remote assistance tool, Teamviewer, will allow a remote connection to your computer by a Technician. Your permission is needed to allow a connection. This will be used for quick solutions when the Technician is off site.

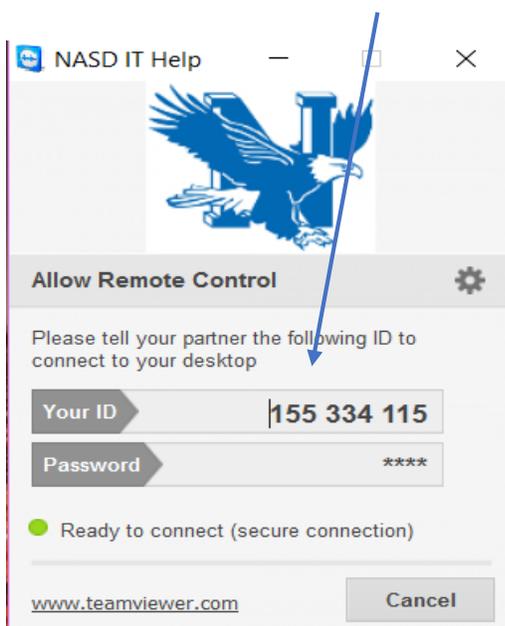
-Click the “Launch Teamviewer Remote Assistance Tool” at top of page to download the application



- Run the Teamviewer Client from the bottom of your screen



-Your ID number must be provided to the Technician before a connection can be made.



\*\*\*\*\*Teamviewer application is used to create a temporary connection to the end user. The end user must provide information to the Technician before they can connect. After each session the connection is terminated. The I.T. Department cannot remote into your computer without your acknowledgement\*\*\*\*\*

One of the goals of the new system, aside from looking nicer and functioning better, is to provide more open communication with our users: you! When you create a new ticket, you will get an email notifying you that the ticket has been opened. You will also get emails from any technician working on your ticket, providing you with updates, maybe to ask you a question for clarification, and letting you know when your ticket has been closed. You can reply to these emails directly and the system will update your ticket as needed.

Another new feature is that you will be able to create a new ticket simply by emailing [helpdesk@nazarethasd.org](mailto:helpdesk@nazarethasd.org). This will be a convenient way to get a ticket started without having to fill out the full form at <https://helpdesk.nazarethasd.org>. Just be sure to provide as much information as you can in the email (building, room, thorough description of the problem, attach some screen shots of the problem if you can), this will ensure the quickest resolution to your problem.

If you have any questions, put in a Tech Request 😊