New Freshservice Ticketing System Instructions

1. Access the Freshservice portal through the desktop or Self Service shortcuts, the iPad app, or the following link: <u>https://helpdesk.nazarethasd.org</u>. If you are not signed in, click "sign in with Google."



2. Click on "Report an Issue".



3. Fill out the required fields and click on "submit."

Report an Issue		
Requester*		
muelses@nazarethasd.org]	
Subject*		
Sample Tech Request]	
Location* District Office		
Room*		
560	7	
Category*		
Hardware v		
Sub-Category*		
Laptop		
: Description "		
Bi Uੁi≡ • ≔ • A ø ≔ ≡ ⇔ ⊨ X]	
The "Esc" key isn't working on my laptop. Please help!		
Attach a file (File size < 40 MB)		
⊕ Associate Assets		
	Cancel	Submit

To view the status of an open request:

1. Login to the portal at <u>https://helpdesk.nazarethasd.org</u>, and at the bottom of the screen, it will show your open requests. Click on one to view the status.

	Browse help articles Look up policies or read FAQs to fix issues on your own	Report an issue Having trouble? Contact the support team	
	Request a service Browse the list of services offered and raise a request	Approve requests View all requests awaiting your approval	
Open tickets Re: NASD Tech Request - [Created on Fri, Dec 9 2:34 F	- [Ticket #32290] - apple tv glitchy and one not detectable #INC-137 I PM - via Email Assigned to: None	1	Being Processed
Re: NASD Tech Request - [Created on Wed, Nov 30 11	- [Ticket #32108] - projector is showing no input #INC-1261 11:03 AM - via Email Assigned to: None		Being Processed

The official documentation can be found at

https://support.freshservice.com/en/support/solutions/folders/274530