

Marvelwood Help Desk System

When you have questions, problems, requests, the way to communicate them to the IT department will be through the Marvelwood Help Desk system. The Marvelwood Help Desk is a web-based ticket system that will allow the IT Department to keep track of open issues, to communicate the issues with students and parents, and to resolve tickets.

Entering tickets

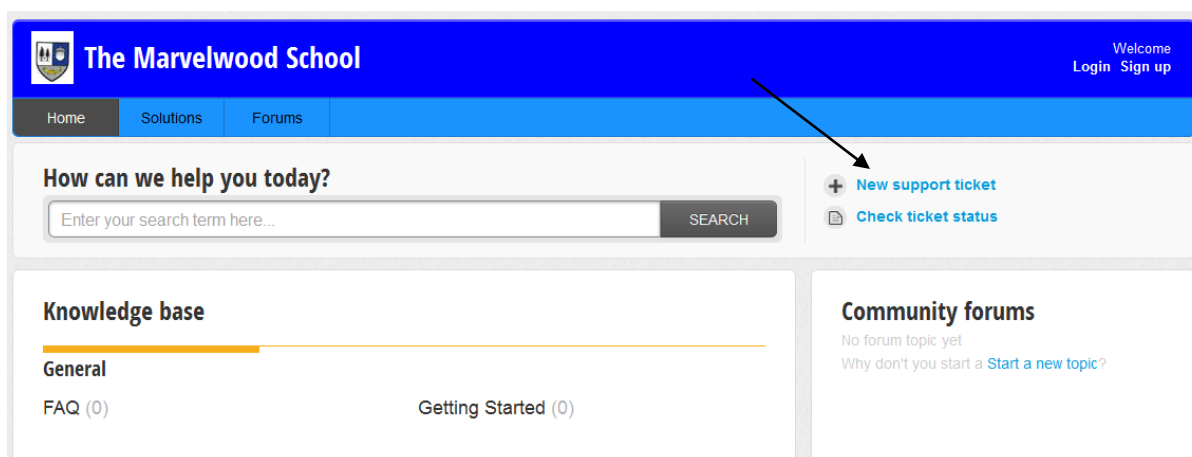
Entering tickets could not be easier. The steps are:

- 1) Open your web browser and navigate to (HINT: Once you get to the page, Bookmark it, makes things easier later)

<https://helpdesk.marvelwood.org>

NOTE: If you get a message about a security exception, that is OK, just click OK or Agree through the prompts

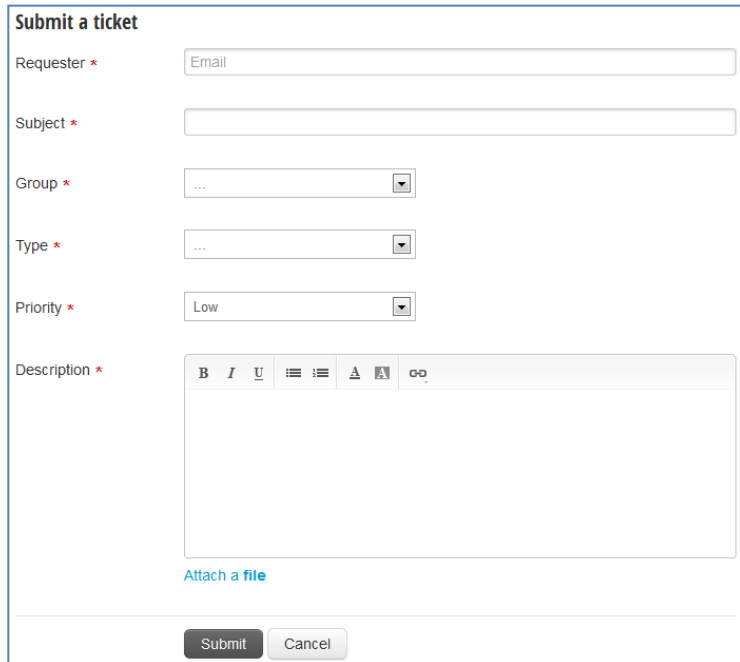
- 2) From the main screen (shown below), click **New support ticket** in the upper right portion of the screen



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3) On the new ticket page enter the following

- a. **Requester** – Enter your Marvelwood email address
- b. **Subject** – A brief one line subject, the reason for the ticket
- c. **Group** – Select the **IT Support** option
- d. **Type** – Select the **Student Requests** ticket type
- e. **Priority** – Enter the severity of the ticket
- f. **Description** – Enter as much information as you can to describe the purpose of the ticket. If need be, you can also attach a file to the ticket.



The screenshot shows a web form titled "Submit a ticket". It contains the following fields and controls:

- Requester ***: A text input field with the placeholder text "Email".
- Subject ***: A text input field.
- Group ***: A dropdown menu with a downward arrow and three dots.
- Type ***: A dropdown menu with a downward arrow and three dots.
- Priority ***: A dropdown menu with "Low" selected and a downward arrow.
- Description ***: A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Text Color, Background Color, and Link/Unlink.
- Attach a file**: A blue text link below the description field.
- Submit** and **Cancel**: Two buttons at the bottom of the form.

4) When you have entered all of the information click Submit. You will receive an email indicating you request has been successfully submitted.

Creating your help desk account

This system allows you to create a help desk account so that, at a later time, you can log in and view the status of the ticket(s) you have previously submitted.

The instructions for creating your account will be emailed to you upon your first ticket submission.

Communicating Ticket Status

During the process of working on your ticket, any changes that are made to the ticket will result in an appropriate email being generated and sent to you. For instance, when a ticket is closed, you will receive the message indicating the closure, and asking that if you feel the closure is not to your satisfaction, you can re-open the ticket.

If at any point, questions arise about your ticket, those will also be communicated through the ticket system. Therefore it is important that you create your ticket system account when prompted to do so.