

Web Help Desk User Guide



The purpose of this document is to navigate Whittier Union staff through the process of creating tickets in the new Web Help Desk system. This system replaces the “Assist” program.

Logging In:

1. Open any web browser (IE, Firefox, Chrome, etc.) and go to webdesk.wuhsd.org
2. Enter your **Wunet** username (first.lastname) and password.
3. Click the ‘Login’ button.

Login

User Name

Password

Login

Requesting Help:

1. At the Help Request screen, choose the ‘Request Type’ from the dropdown list that best describes your issue. Depending on the ‘Request Type’, additional sub-category fields may display.

Choosing the proper Request Types will expedite your ticket!

2. Once the issue has been properly categorized, add a ‘Subject’ to your request.
3. Enter a detailed description. Please be as specific as possible. Include steps leading up to the issue and any error codes or messages you receive. The more information we have, the better equipped we will be to help resolve your problem. (Note: you are also able to attach files, such as screenshots, to the request.)
4. Select a location (school) and the closest room number. **Note:** The location and room number will prepopulate based upon your profile.
5. Review your information, and click on ‘Save’ to submit your request. The request will be routed accordingly and you’ll receive email notifications throughout the entire process. You’ll even get the opportunity to give us feedback when it’s completed.

Help Request

Request Type

Subject

Request Detail

Location

Room

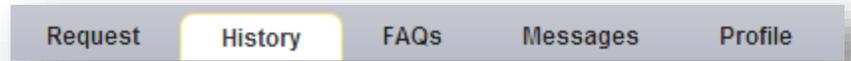
Updating your Profile:

1. Click the ‘Profile’ tab in the upper right corner of the window.
2. Your name and e-mail address should be entered already.
3. Choose your primary school location from the ‘Location’ drop-down list, and your room number from the ‘Room’ drop-down list. If your room is not on the list, choose the closest room and put the actual room number in the details of the request. We’ll add in room numbers to the system as needed.
4. Click the ‘Save’ button and the location/room will default for all new requests.

Profile

Other Web Help Desk Options

1. Click on the **'History'** tab to view and/or edit ticket details, follow the progress, view old requests, or cancel a request that is no longer needed.
2. Click on the **'FAQs'** icon to view frequently asked questions and other tips and tricks that may help solve your problem without the need to submit a ticket. We will be adding new FAQs weekly, please try to take advantage of this new resource. You will see FAQs when you create new tickets on the right hand side as Requests Types are chosen, this is purely to help save staff time using this self-service feature.



Frequently Asked Questions

Category: Information Technology Software
Email / Outlook Web Access (OWA)

Contains: AND OR

FAQ #

No. - Category	Question Answer	Rating
3 - Information Technology • Software • Email / Outlook Web Access (OWA)	How do I add or edit an email signature? <input type="button" value="Show Answer"/>	★★★★★ (1 Vote)

3. Click on the **Messages** tab to see important messages regarding system outages, planned updates/upgrades, or general staff information. You may see these messages upon or before your login as well.

Request History FAQs Messages Profile

New Messages All Messages

Erick Steelman 4/27/2014 6:26 pm

Please note that the Information Technology department regularly conducts hardware upgrades and/or system updates on Thursdays starting at 4pm. Please plan your work accordingly during this time. - The I.T. Department

4. Click on either the staff member's name or the **Log Out** icon to exit the system. Both are in the upper right hand corner of the screen.

