



East Orange School District Technical Support HelpDesk

Procedure Manual

715 Park Avenue
East Orange, NJ 07017
973-266-2961
973-266-5637 (fax)
Tech Support Hours: 8:00 - 4:00

techsupport@eastorange.k12.nj.us
<http://support.eastorange.k12.nj.us>

Version 0.3

How to submit a TechSupport request

There are three methods to enter a TechSupport request:

1. If it is an emergency situation, call the helpdesk at 973-266-2961
2. Send an email to: techsupport@eastorange.k12.nj.us
 - 2.1. The system will create a ticket and send you an email with the ticket information

Ticket 138 Open --> Sample Ticket: This is a sample ticket to demon... Inbox | X EOSD | X

☆ EOSD Technical Support to me [show details](#) 9:22 AM (0 minutes ago)

Curtis, thanks for using the help desk. You can check the status of your ticket (138) at
http://support.eastorange.k12.nj.us/helpdesk/WebObjects/Helpdesk_wso/wa/ticket?ticketid=138 URL to check/update status

Ticket Info		Cancel Ticket
Ticket No.	138 Ticket Number	
Report Date	3/16/11 09:22 am Date/Time of Request	
Est. Due Date	3/23/11 09:22 am Estimated Due Date	
Reporter	Curtis Frazier II <c.frazier@eastorange.k12.nj.us>	
Location	Administration Building	
Room	Data Center	
Department	Business Office	
Tech		
Status	Open	
Request Type	Hardware Support	
Subject	Sample Ticket	
Request Detail	This is a sample ticket to demonstrate the functionality of the system. information from email	

Notes [Add Note](#)

Date	Name	Note Text
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Recipients

Curtis Frazier II

2.2.

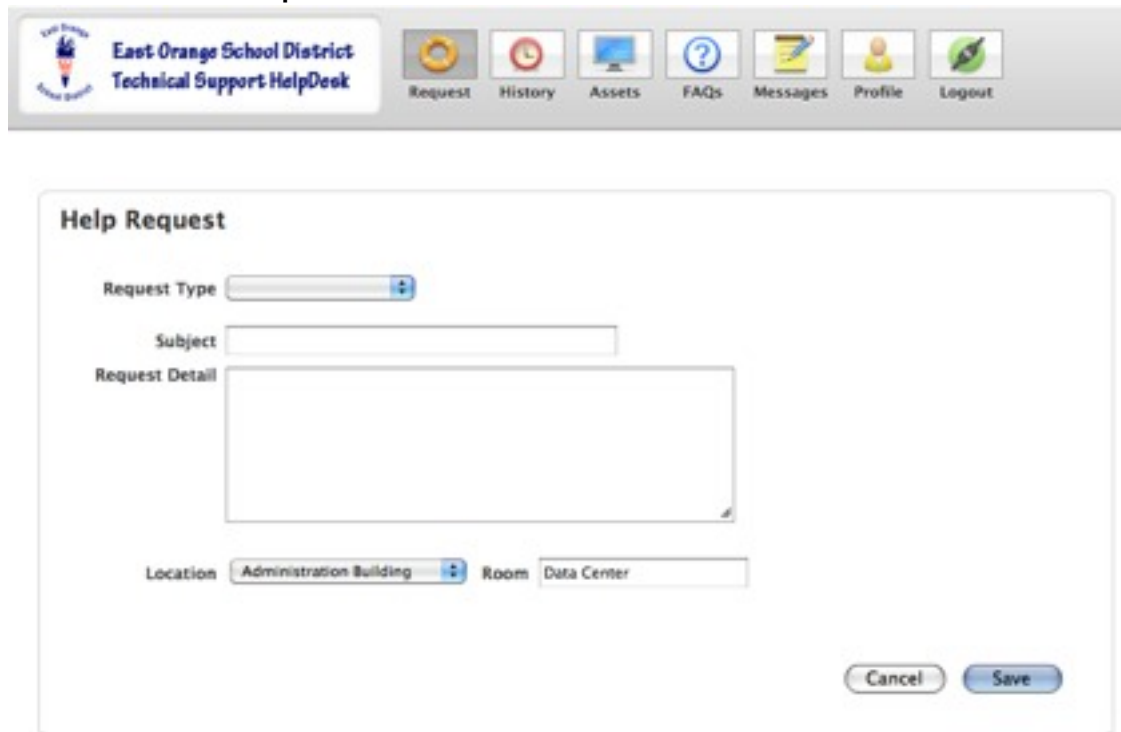
3. Use the web interface:

3.1. Enter <http://support.eastorange.k12.nj.us> in your web browser.

A login form titled "Login" in a bold, black serif font. Below the title are two input fields: "E-Mail Address" and "Password". The "E-Mail Address" field is highlighted with a blue border. Below the "Password" field is a "Login" button. At the bottom right of the form is a "Forgot Password" button, which is separated from the rest of the form by a horizontal dotted line.

3.2. In the login box enter your email address and password.

3.3. Enter the request details.



The screenshot displays the 'East Orange School District Technical Support HelpDesk' interface. At the top, there is a navigation bar with icons for Request, History, Assets, FAQs, Messages, Profile, and Logout. Below this, the 'Help Request' form is visible. The form includes a 'Request Type' dropdown menu, a 'Subject' text input field, and a large 'Request Detail' text area. At the bottom of the form, there are 'Location' and 'Room' dropdown menus, with 'Administration Building' and 'Data Center' selected respectively. 'Cancel' and 'Save' buttons are located at the bottom right of the form.

3.4. The system will send you an email as in 2.2

Points to remember:

1. This is the official method that we are using to accept requests.
2. Respond only to the ticket. Any other emails will create another request.
3. Due dates are estimates - they may change.