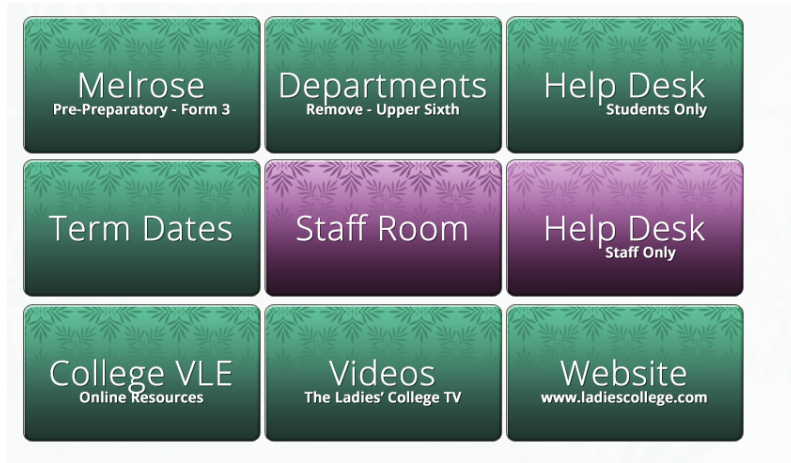
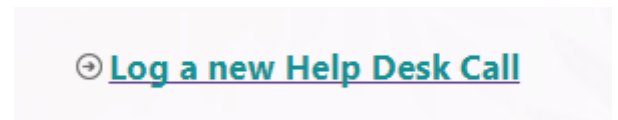


Logging an IT Help Desk Call

Did you know that there is a Student Help desk?



To log a call simply click on the help desk tile on the school SharePoint Website. Then click on the [Log a new help desk call](#) link at the top of the page



Your help desk call will then be emailed direct to the IT Department who can deal with it straight away.

If you have any screenshots of error messages etc you can upload them here

Give it a quick name—like
Printer not working

Staff Room

IT Help Desk

Task Name *

Start Date

Assigned To

Description

Priority

Task Status

Save

Cancel

You can leave this and the start date blank.

Give us as much information as you can to help us pin point the issue. If there is an error message please include it or send us a screen shot.

Click here to save—it will then be emailed to us automatically.

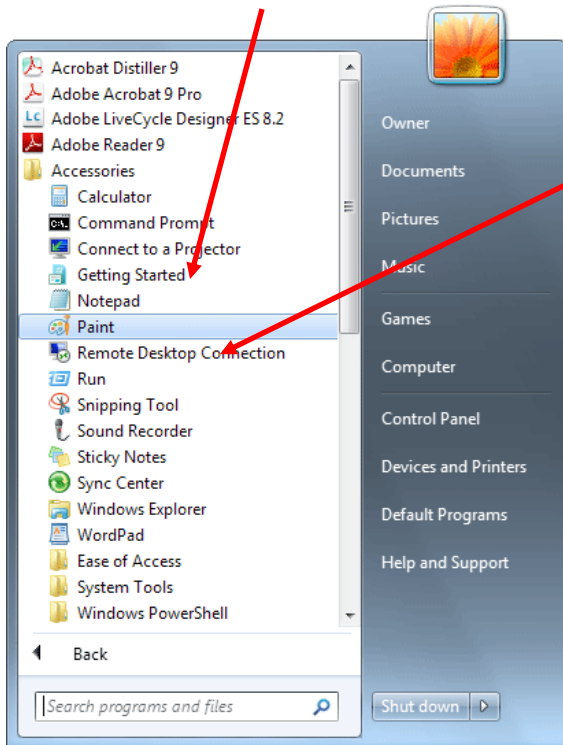
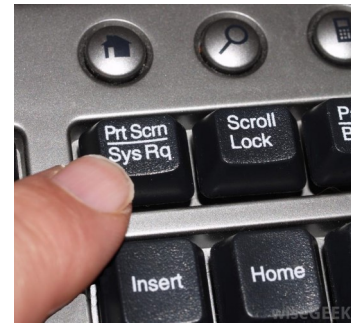
To take a Screenshot

On your keyboard press the print screen key

You will find it towards the top of the right of your keyboard.

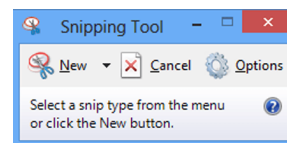
Then open the paint application on your PC

You will find that under the Accessories folder

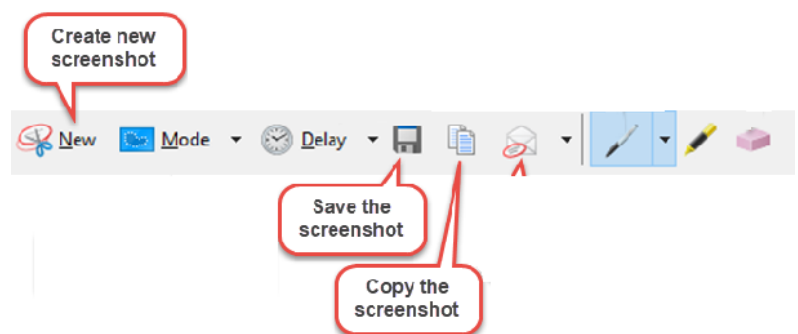


You can then use the paste function to add the screen shot and save the file to attach to the help desk call

Alternatively you can use the snipping tool—also in Accessories to select the area of the screen you want to show us and save that as an image.



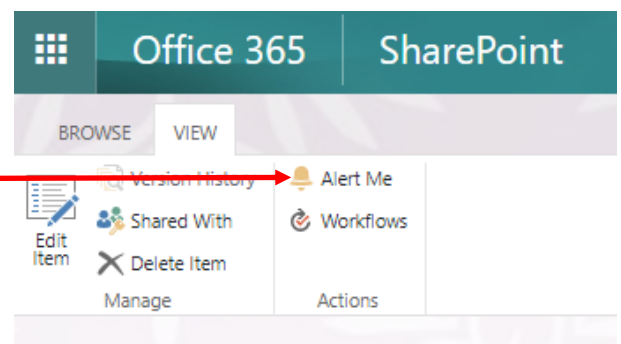
These are the options in Snipping Tool.



You can also set up alerts so that when the call is updated by us you get informed.

Once your call is logged, click on the title to open it and on the ribbon at the top select Alert me.

Choose your options from the list of how and when you are notified and click the OK button.



So there you have it.

Everything you need to know to create and keep up with a help desk call.

Please remember to include as many details as you can on the call.

What machine, what you were trying to do, any error messages or screenshots you see

If you choose to be alerted we can ask questions direct in the helpdesk call rather than having to come out of it and contact you.