

Helpdesk Instructions

From <http://gilmerschools.com> click on **Staff** > **Administrative** > **Helpdesk**

Login with the same username and password that you use to login to your computer.

Once you're logged in you will see the following "Home" screen.

1. Click on "Service Catalog"
2. Click on "IT"
3. Click on the Gilmer G or the "Request" button
4. Fill out the ticket
5. Click on "Request"

The screenshot shows the BSS Helpdesk interface. The top navigation bar is purple with the BSS logo and user information. A left sidebar contains icons for Home, My Tickets, Watched Tickets, Service Catalog, and Knowledge Base. The main content area is titled "Home" and features two large buttons: "My Tickets" (with a briefcase icon) and "Service Catalog" (with a briefcase icon). A red arrow labeled "1" points to the "Service Catalog" button. Below these buttons are "Service Categories" including "All" (with a person icon), "IT" (with a monitor icon), and "IT Helpdesk" (with the Gilmer G logo). A red arrow labeled "2" points to the "IT" category, and a red arrow labeled "3" points to the "IT Helpdesk" category. Below the categories, there are two "IT Helpdesk Ticket" forms. The first form is partially filled out, showing fields for "Location", "Room Number", "Machine Info" (with value "GHS-S-GHOSTS"), "Subject", and "Description of Issue or Request". A red arrow labeled "4" points to the "Description of Issue or Request" field. At the bottom of the form, there is a blue "Request" button. A red arrow labeled "5" points to this button.