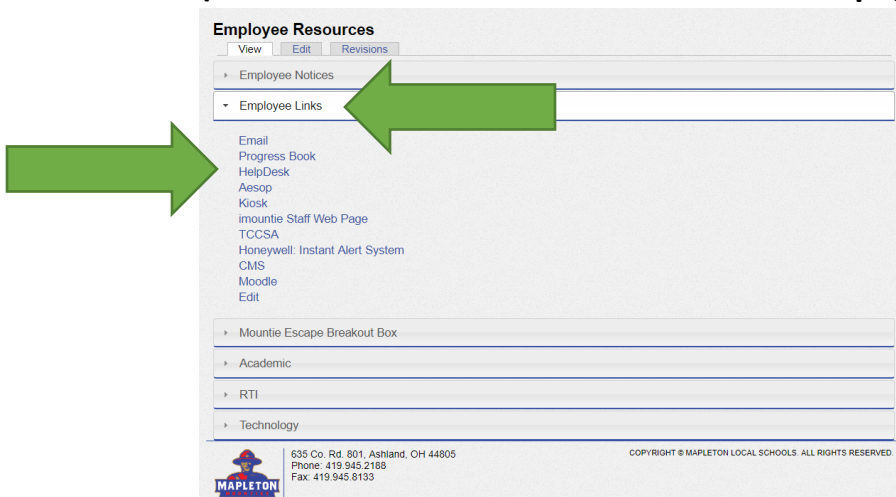


HelpDesk

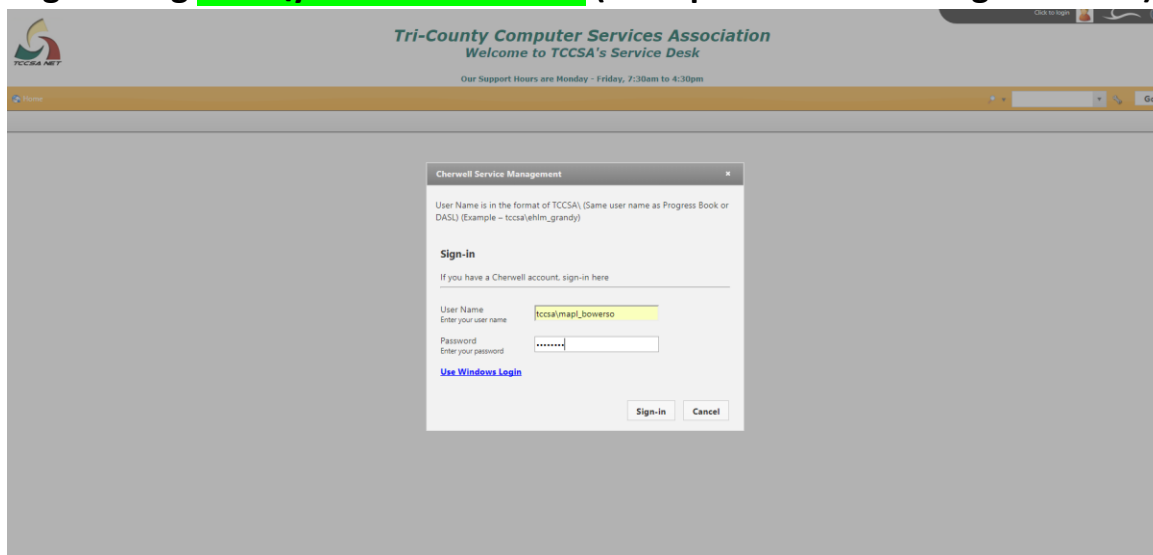
1. Go to any Mapleton Webpage
2. Click on Staff (top right hand corner)



3. Click on
 - a. Employee Links
 - b. HelpDesk
 - c. (this can also accessed this the TCCSA webpage)



4. Log in using **tccsa\your email address** (example is above the log in as well)



5. Choose District ticket—bottom left

Home

Tri-County Computer Services Association
Welcome to TCCSA's Service Desk

Our Support Hours are Monday - Friday, 7:30am to 4:30pm

To submit a new ticket, please select the service area below:
PLEASE NOTE: Effective immediately, "Summary" and "Description" must be entered in the ticket screen as both are required.
With this change you will now have larger boxes for both and will have improved scrolling and spell check.
Be sure to click on "Save" after entering the summary and description fields.

Applications (KIOSK, OnBase, Web)
EMIS (EMIS-R, EMIS/FE, EMIS Reports)
ERP
Financial System (USAK, USASDW, USPE, SAFARI)
Library Automation (INFOHO, SIRSI, WorldShare)
Messaging (Email, Email)
Network
Student Information System (DataMap, DMSL, Grade Book, Special Services)

Alerts & Notifications
No records found

Quick Look
My Open Records: 3 Recently Closed: 120

Create District Ticket

6. Complete HelpDesk ticket as shown. Please include room number.

Home

Save Abandon Lookup (0) Record 1 of 1

Click on "Save" above to save your work and then "Home"

Ticket: 480406

Verify Your Contact Information

Lisa Bowersock
- No phone on record -
mapl_bowerso@tccsa.net

Alt. Contact:

Status: New

Owned By:

Owned by: - not yet assigned -
Owned by Team: Mapleton Local SD-Support

Summary:
Example: Phone not working in Room 45

Description:
Example:
Phone not working in Room 45
Spinning wheel (or no display) - Try to be as specific as possible

Service: Mapleton Local SD
Category:
SubCategory:

7. Click save, then home (both top left), and log out (top right)

- You will receive emails from the HelpDesk when it is opened and closed by the staff. You may also receive questions. Reply to the email to respond to the question—no need to log in to HelpDesk.