



## Chico Unified KACE Helpdesk System

# QUICKSTART GUIDE

July 2, 2012

### **KACE HELPDESK**

The Chico Unified School District KACE Helpdesk is an easy-to-use system for creating and monitoring requests for assistance from the IT Department. Below is a brief walk-through on how to create and check on the status of a helpdesk request.

#### **Logging In**

- 1. The web address to access the KACE Helpdesk is: http://helpdesk.chicousd.org
- 2. Use your Chico Unified computer username and password to login to the helpdesk.

Login (user name):	
Password:	

Login

3. The Helpdesk page will be displayed when you first login to the webpage.

#### **Ticket Creation Overview**

1. To create a new Helpdesk ticket click on the NEW button

Welcome	Software Library	Helpdesk	Know
Tickets CUSD IT Help	desk 🕒 New		
ound 0 tickets		~~~	



2. Please complete the helpdesk request with as much information as possible. Having a full description of the problem will allow the technician to resolve it more quickly. Use the drop-down menus to choose the Impact Level, the Category, and your Site.

Category:	Other -	
User Role:	Software Other	-
Site:	Hardware Email	-
Room Number:	Internet	
	Printing	
Phone Number:	Feature Request	
	Printing	

3. To attach a picture or file to the helpdesk ticket use the Browse button located below the Comment section.

Comment:	
Attachment:	Browse

- 4. Once you have finished filling in the form click on the Save button to create the new ticket.
- 5. A summary of the ticket will be displayed and the ticket will be assigned to a technician.

Title:	When I try to print I get an error		(required
Impact:	1 person can't work 🔹		
Category:	Printing    Canon Copiers/Uniflow	(required)	
Site:	District Office		
Room Number:	15	(required)	
Phone Number:	530-891-3000 x523	(required)	
Comment:		*	
Attachment.		Browse	

#### **Ticket Viewing and Updating Overview**

1. To view the status of your Helpdesk tickets click on the Helpdesk tab. From there you can choose the desired ticket from the list to see the latest updates and comments.

Save Cancel

Welcome S	oftware Library	Helpdesk	Knowledge Base	Download Lo	
Tickets CUSD IT Helpdes	New .	Ŷ			Created:
					Modified:
Found 1 ticket				Resolutio	
Ticket Number	Time Open	Title			
TICK:0069	11m	Whe	en I try to print I get	an error	Session 7



- 0 ×

0

- 2. From within the ticket click on the Add Comment button to ask questions or to supply additional information.
- 3. For your convenience the system will also send email updates to you both when the Helpdesk ticket is first created as well as whenever a change has been made.



4. To send an update back to the Helpdesk via email open up an email that you received from the system and click on the Reply button. Type in your response and click send. Your updates are also sent to the assigned

BE: [TICK:0069] When I try to print I get an error - Mozilla Firefox

Send 🛃 🕖 🔝 😰 🍫 📍 🍹 Options...

chicousd.org https://mail.chicousd.org/owa/?ae=PreFormAction&a=Rep

technician.

The problem has been fixed. Please try printing again.

То	Service Desk	
Cc		
Subject:	RE: [TICK:0069] When I try to print I get an error	
Thank you	The printer is working again.	^
From: serv Sent: Mon To: Subject: [T	icedesk@chicousd.org] day, July 02, 2012 12:22 PM ICK:0069] When I try to print I get an error	
Ticket Upd	lated.	=
For compl https://l	ete details, see: kbox1.chicousd.org/userui/ticket?ID=69	
Chan	ge by John Vincent at 2012-07-02 12:20:47	
The proble	em has been fixed. Please try printing again.	

5. IMPORTANT. When sending an email back to the Helpdesk make certain to keep the Subject line intact so that the system will know which ticket you are responding to.

Subject:

RE: [TICK:0069] When I try to