



Chico Unified  
KACE Helpdesk System

# QUICKSTART GUIDE

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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.



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

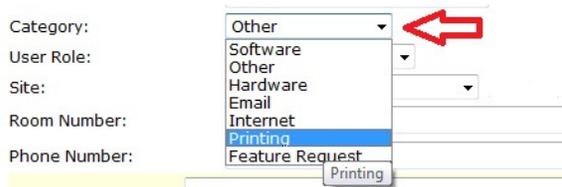


## Ticket Creation Overview

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



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.



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



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

**New Ticket**  
CUSD IT Helpdesk

Title:  (required)

Impact:

Category:   (required)

Site:  (required)

Room Number:  (required)

Phone Number:  (required)

Comment:

Attachment:

Session Timeout: 59 minutes

## Ticket Viewing and Updating Overview

- 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.



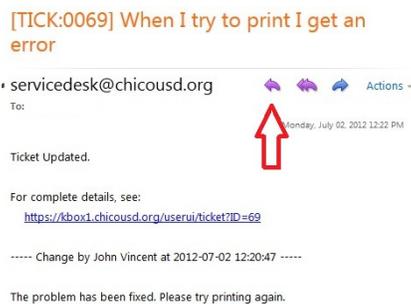
Created: 2012/07/02 11:58

Modified: 2012/07/02 12:20

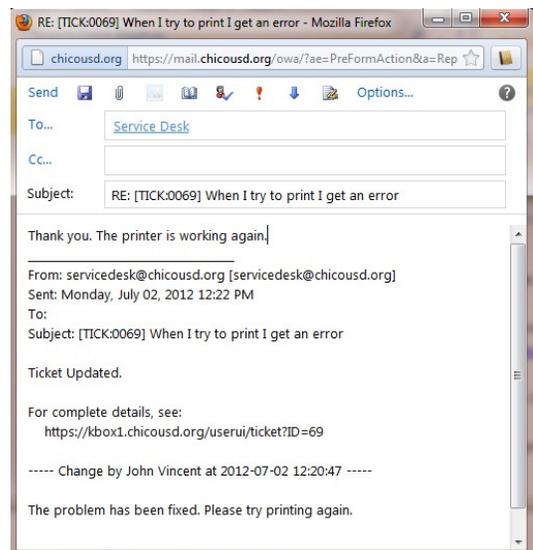
Resolution: None

Session Timeout: 59 minutes

- From within the ticket click on the Add Comment button to ask questions or to supply additional information.
- 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.



- 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 technician.



- 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: