

Everett Public Schools: Quick Reference for New Help Desk Web

Getting Started with New Help Desk Web:

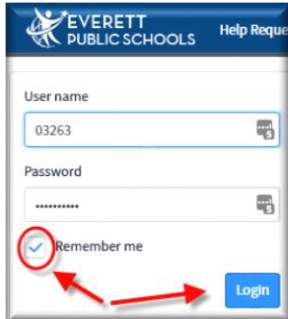
Everything you need to know to get help

Bookmark the ServiceNow link to gain quick access:

<https://everettsd.service-now.com>

NOTE: The Internet Explorer Favorite is **HelpDesk Web** when used on district devices. CHROME USERS: You should create a new Favorite using the <https://everettsd.service-now.com> link.

Log In: Use your district account information (computer and email login: Employee ID and Password)



It is important to remember that if you click the "Remember me" box, you will remain logged into the system even if the browser closes. Anyone who opens the browser will login as you automatically!

Your Homepage:

You can access the Self Help Knowledge Base, submit requests to Information Systems and LMS, and check on the status of current requests.

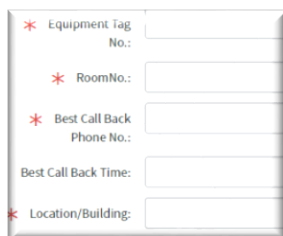
IST or LMS: Choose your Needs

Click on IST HELP DESK or Learning Management Services



IST or LMS: Create a Support Request

Select which option best fits the reason you are contacting our support teams. As usual, there are fields for important information. You will see this isn't much different than our previous system. You need to tell us:



- Room Number
- Extension Number
- Best Call Back Time
- Equipment Tag Number
- Location



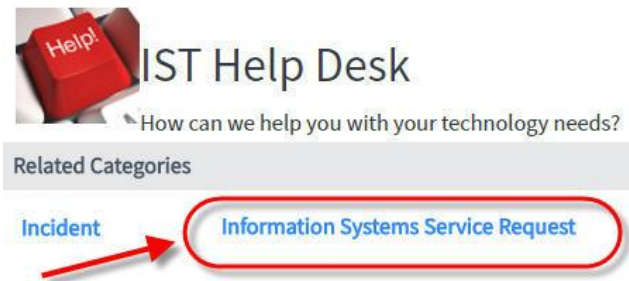
You will note a drop down menu for location (icon is magnifying glass) is available to use when identifying the location before you press the **SUBMIT** button.

CRITICAL: After the initial request is **SUBMITTED**, the client is taken to a page to review and add information before a final **UPDATE** is required. Don't press Close Incident or the entire work order is erased. The **UPDATE** button is located at the top of the page.

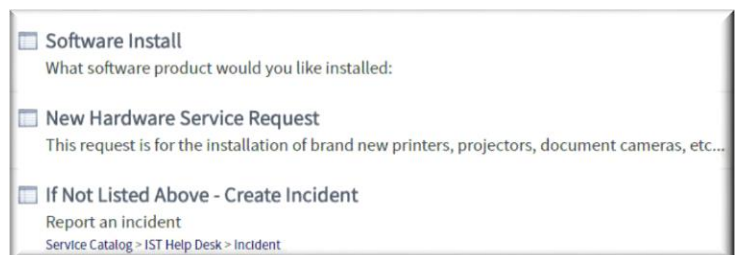


For IST Help Desk: Something New A Service Request

Click INFORMATION SYSTEMS SERVICE REQUEST to view all available request items



The initial service requests are listed below. There will be more pre-formatted requests available as the product becomes more widely used.



Check Status for IST or LMS Request

The Check Status link is located on your homepage. You can always click on it to find the status of an incident case or service request or to send a message to the assigned technician.

