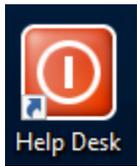


# Submitting and Viewing Helpdesk Tickets

## Submitting a Ticket:

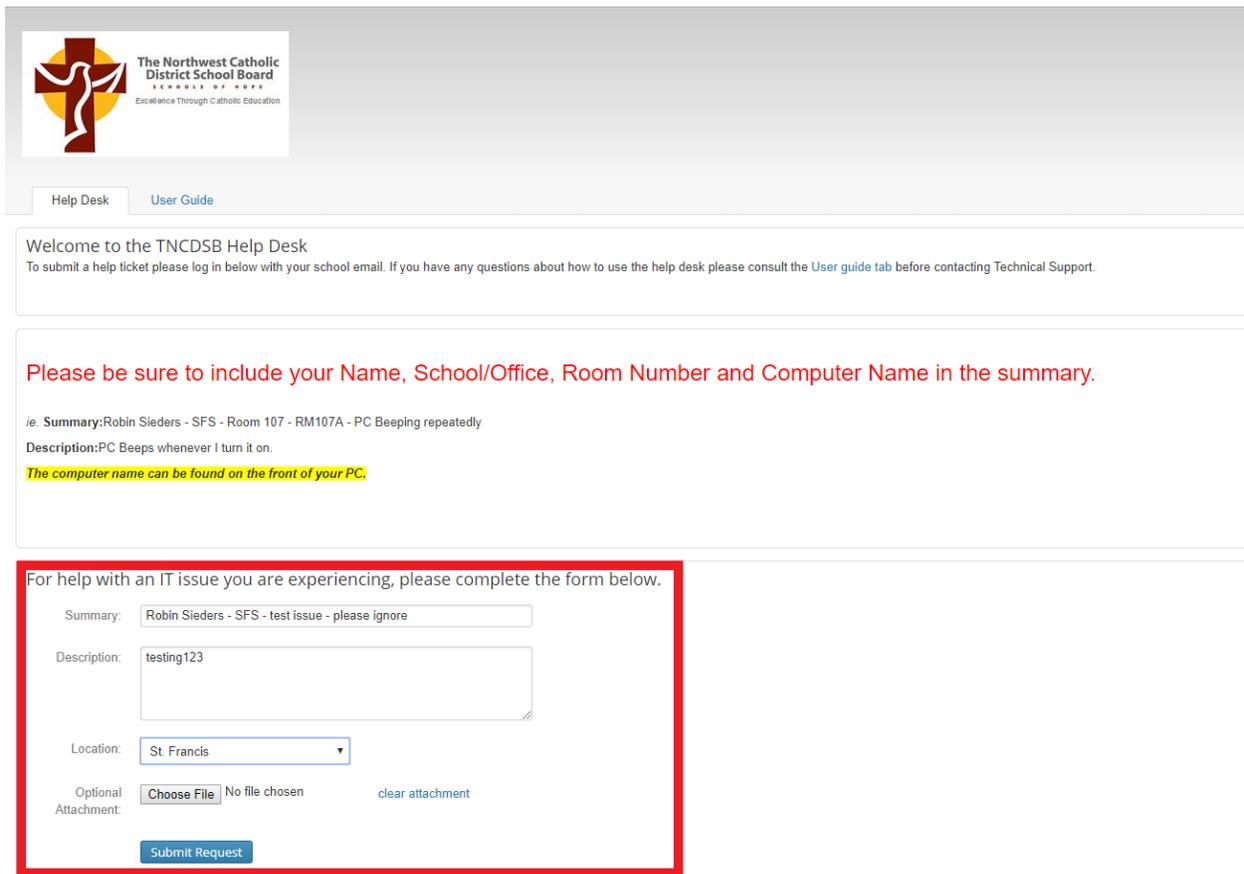
Click on the shortcut located on your desktop to open the helpdesk login page.



On the login page, enter the **Username** and **Password** you use to log on to your computer, then, click on the **Login** button.

A screenshot of the TNCD5B Help Desk login page. The page header includes the logo for The Northwest Catholic District School Board and the text "Not signed in sign in now". Below the header are tabs for "Help Desk" and "User Guide". A message bar indicates "Signed out successfully.". The main content area contains a welcome message, a "Sign in to view open help requests" button, and a "Contact Info" section. A sample help request is displayed with fields for Summary, Description, and Computer Name. At the bottom, there is a login form with fields for Username (containing "rsieders") and Password, and a "Login" button. The login form is highlighted with a red border.

Once you have logged in, you will see a form on the new page. Fill out the form following the example outlined in the picture below. After filling out the **Summary** and **Description** fields, click the arrow next to **Location**, and choose the school/office where the issue is occurring.



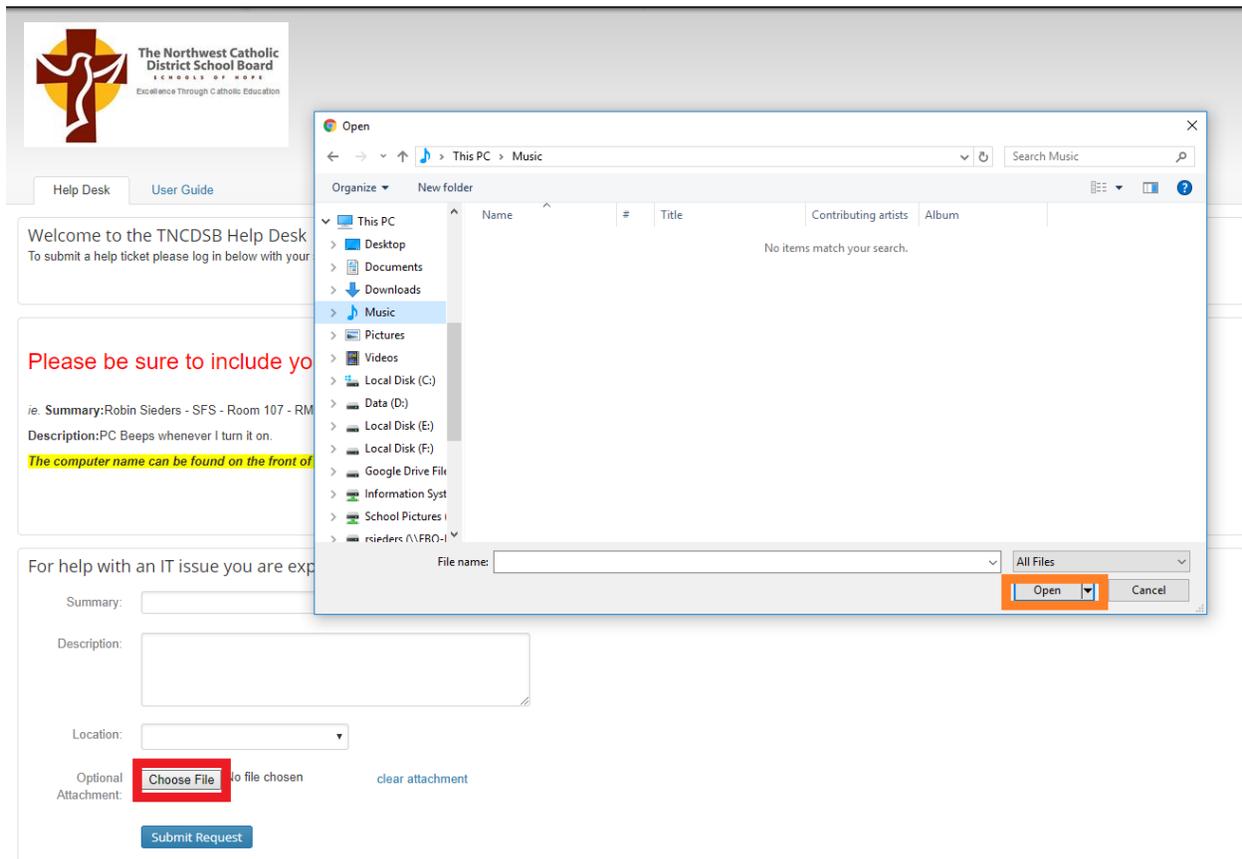
The screenshot shows the TNCSDB Help Desk interface. At the top left is the logo for The Northwest Catholic District School Board, featuring a cross and a figure. Below the logo are tabs for "Help Desk" and "User Guide". A welcome message reads: "Welcome to the TNCSDB Help Desk. To submit a help ticket please log in below with your school email. If you have any questions about how to use the help desk please consult the [User guide tab](#) before contacting Technical Support."

A red instruction line states: "Please be sure to include your Name, School/Office, Room Number and Computer Name in the summary." Below this, an example is provided: "ie. **Summary:**Robin Sieders - SFS - Room 107 - RM107A - PC Beeping repeatedly. **Description:**PC Beeps whenever I turn it on. **The computer name can be found on the front of your PC.**"

The form itself is highlighted with a red border and contains the following fields:

- Summary:** A text input field containing "Robin Sieders - SFS - test issue - please ignore".
- Description:** A text area containing "testing123".
- Location:** A dropdown menu currently showing "St. Francis".
- Optional Attachment:** A "Choose File" button, the text "No file chosen", and a "clear attachment" link.
- Submit Request:** A blue button at the bottom of the form.

If you have a screenshot of an error message, or any other files that pertain to the issue, click the **Choose File** button located next to the **Optional Attachment** field. After clicking the button, you will be brought to a window to choose the file you would like to attach. Click on the file **once**, and then click **Open** to attach the file to the ticket.



Once you have completed filling out the form, click the **Submit Request** button to submit your issue to the helpdesk.

After submitting a ticket, you will be brought to a page where you can enter any further comments you may have detailing the issue you are experiencing. **This page is not required to be filled out, unless you have more details.** If you have entered everything you wanted to convey in the original ticket, you can simply close the window, as your ticket has already been submitted.



[Help Desk](#)   [User Guide](#)

Ticket #9537: [REDACTED]  
Submitted 2018-02-12 @ 02:39 PM by Robin Sieders  
[REDACTED]

Thanks

Location  
St. Francis

Comments

1. Assigned to [REDACTED]  
2018-02-12 @ 02:39 PM by Robin Sieders

Add comment:

Optional Attachment:  No file chosen   [clear attachment](#)

# Viewing Open Tickets:

While logged in to the helpdesk portal, you can view any tickets you have submitted. The tickets will automatically be categorized into **Open help requests** and **Completed help requests**.

The screenshot shows the TNCD SB Help Desk interface. At the top left is the logo for The Northwest Catholic District School Board. The main content area is divided into three sections: a welcome message, a red instruction box, and a form for submitting a request. On the right side, there are three panels: 'Open help requests' (highlighted with a red box), 'Completed IT Help Requests', and 'Contact Info'. The 'Open help requests' panel lists two tickets: 'White-List override' (Ticket #9537) and 'The Smartboard Saga' (Ticket #9253).

To view the details of, or responses to, your open tickets, you can click on any of the titles under the **Open help requests** heading found on the right-hand side of the helpdesk portal, once you have logged in.

This screenshot is identical to the one above, showing the TNCD SB Help Desk interface. The 'Open help requests' panel on the right is highlighted with a red box, showing the same list of tickets: 'White-List override' and 'The Smartboard Saga'.

Similarly, you can view any completed tickets by clicking the link titled **View your completed IT help requests** under the Completed IT Help Requests heading.



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rsleders@tncdsb.on.ca  
edit profile  
sign out

Help Desk User Guide

Welcome to the TNCDSB Help Desk  
To submit a help ticket please log in below with your school email. If you have any questions about how to use the help desk please consult the [User guide](#) tab before contacting Technical Support.

Please be sure to include your Name, School/Office, Room Number and Computer Name in the summary.

Summary: Robin Sleders - SFS - Room 107 - RM107A - PC Beeping repeatedly  
Description: PC Beeps whenever I turn it on.  
**The computer name can be found on the front of your PC.**

For help with an IT issue you are experiencing, please complete the form below.

Summary:

Description:

Location:

Optional Attachment:  No file chosen

Open help requests

- White-List override  
Ticket #9537 — opened on 2018-02-12 @ 02:39 PM
- The Smartboard Saga  
Ticket #9253 — opened on 2017-12-12 @ 11:16 AM

Completed IT Help Requests

[View your completed IT help requests](#) if help with a recurring problem.

Contact Info

For help please contact the helpdesk at:  
[Helpdesk@tncdsb.on.ca](mailto:Helpdesk@tncdsb.on.ca)

After clicking on **View your completed IT help requests**, you will be brought to a page that contains every helpdesk ticket you have submitted to the helpdesk. If you click on any of the tickets, you will see the details you submitted to the helpdesk, as well as any responses from IT detailing the steps taken to fix the issue.



[Help Desk](#)   [User Guide](#)

Experiencing an issue that has happened before? Read how we fixed it last time.

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[Showing recent closed tickets, click to view the rest](#)