

Get Help

New Technology Help Desk



Catoosa County PSD

Sign In

Click sign in and use your Google username and password if prompted. If you have already logged into Google will be prompted to use your Google ID. Then you will be asked for your staff ID. Just click the “I don’t know my ID” link.

A screenshot of the 'Get Help' sign-in interface. At the top is the 'Get Help' logo. Below it is a small blue circle with a white arrow pointing right. The main content is a white box with a grey border containing the following text: 'Hello! You must be new to GetHelp. Please confirm your staff / student ID below so that we can better assist you.' Below this text is an 'ID:' label followed by a white input field. To the right of the input field is a yellow 'Submit' button. Below the 'Submit' button is a blue link that says 'I don't know my ID', which is circled in red.

The Dashboard screen, below, shows any tickets you have opened and their status.



Welcome, Cindi!

+ Create Ticket

Your Tickets

Show Open Tickets

Open Resolved Closed

To create a new ticket, click the Green Create Ticket Button. Choose the type of device/problem.

What seems to be the problem?

Grid of problem categories:

- Chromebook Issues**: You are experiencing an issue with a chromebook
- Desktop Computer**: You are experiencing an issue with your Desktop computer (highlighted with a red circle)
- E-Mail**: You are experiencing an issue with your email
- External Computer Devices**: You are experiencing an issue with an external computer device, examples: Document Camera, USB CD-Rom, Headphones, Digital
- Infinite Campus**: You are experiencing an issue with Infinite Campus
- Interactive Board**: You are experiencing an issue with a SMART or Promethean Board
- iPad**: You are experiencing an issue with an iPad
- Laptop**: You are experiencing an issue with your Laptop computer
- Network Wiring**: You are experiencing an issue with Network Wiring
- Networking**: Cannot connect to the internet. Issues with server.
- Printer**: You are experiencing an issue with a printer
- Projector**: You are experiencing an issue with your projector.
- Security Camera**: You are experiencing an issue with a security camera
- Software**: You are experiencing an issue with a specific software program, examples: Clever, STAR, Accelerated Reader, Destiny, EPES, MealsPlus.

- or -

Other



For our example, we are using a Desktop Computer.

Next, enter a description of the issue; you can also add a file using the Attachment section. You cannot advance to the next step until you have completed a description. Notice, you can go back to the previous screen and that you are on step 2 of 4.

Please describe the Desktop Computer ticket:

*Summary: Please provide a quick summary of the issue...
Not Sure? Let's help get you started. 0/100

*Description: Please describe the issue in as much detail as you can...
 0/1000

Attachment: Drop file to attach, or Browse



Click Next once you've completed the description.

Almost done! **Desktop Computer** issues require additional information:

Device Details

Is there a device tied to this problem?
[Click here to record it to this ticket.](#)

Desktop Computer Details

*Computer Issue:

Next



****Very important, to continue you MUST click the blue link and enter your devices asset tag number!**

Enter tag number and click the blue check box.

Almost done! **Desktop Computer** issues require additional information:

Device Details

Tag Number:

Where can I find the tag number?
Tag numbers are typically located on the back/bottom of the device, above/below the barcode.

Learning ISD
TTT0000000

What if the device has no visible tag number?
If you cannot locate a tag number, select "Cancel" below. Use the description field to describe the device before submitting to the technician.

It keeps saying "Tag Not Found" - what do I do?
There is a chance the tag number is out of date. Click "Cancel" below. Use the description field to describe the device before submitting to the technician.


Cancel

Problem Type Description Additional Info Contact Info

Almost done! **Desktop Computer** issues require additional information:

Device Details

Tag Number:



Product Name:	Elitedesk 800 G3 TWR - ...	Tag Number:	126033
Product Type:	Technology	Serial Number:	2UA745302N
Manufacturer:	HP		
Model:	ELITEDESK 800 G3 TWR		

Is this the correct device?

Click Yes to verify that this is the correct device. Click No to correct the tag number.

Almost done! **Desktop Computer** issues require additional information:

Device Details

Device: **Elitedesk 800 G3 TWR - Kim**

Desktop Computer Details

*Computer Issue:

Next

You will see the name of your device, pick a category from the Computer Issue drop down and click next.


What's the best way to reach you?

Site:

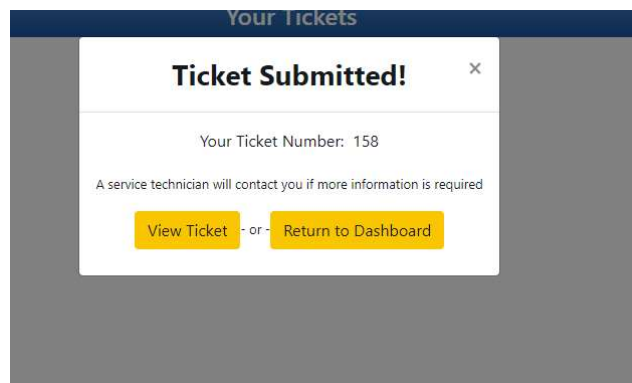
Room:

Phone Number:

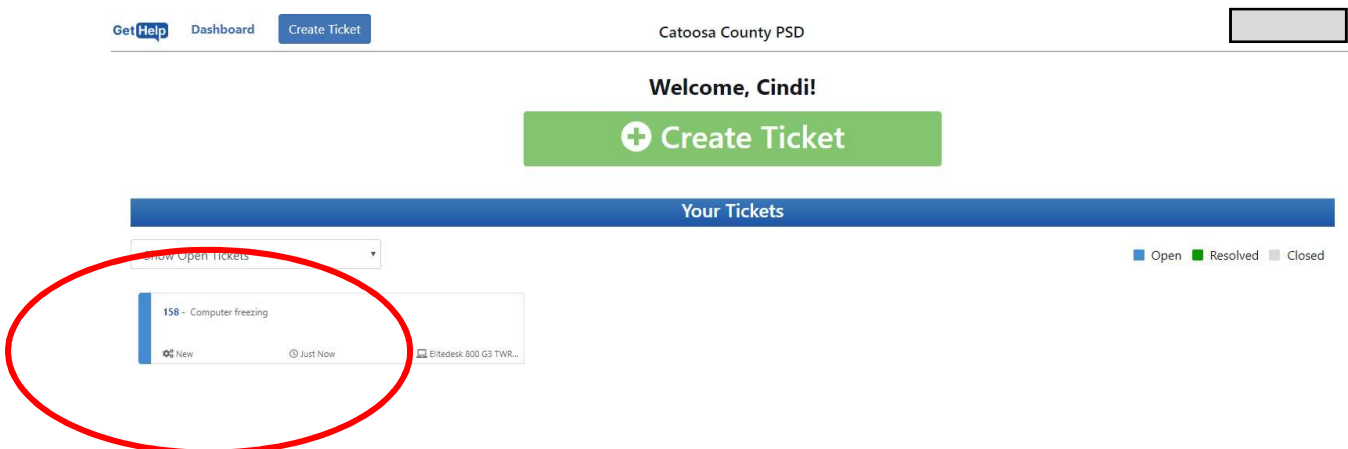
Save number to profile


Submit

The information in Site: and Room: should pull from the inventory information on the device. If this information is not correct, you can change it to the correct room. You can add a phone number, but it is not required. Click Submit to complete the ticket.



Your Help Desk Dashboard will show your ticket, see below.



You will receive an email notification when a comment is added to your ticket, and/or when the status of your ticket changes.