

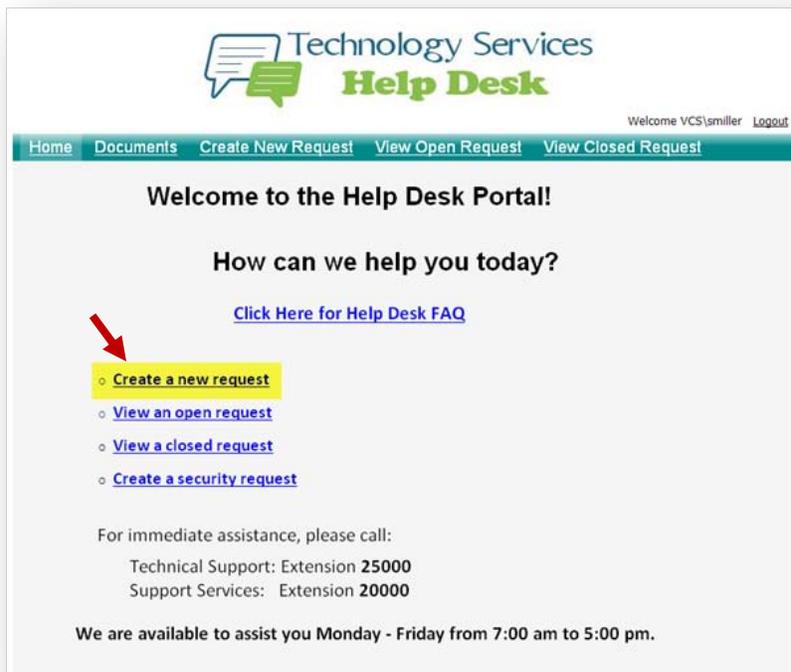
## How to Create a Request for Assistance with Your Website



There are times when you, as the Webmaster, may need help with your district, school or team website in SharePoint. You may now create service tickets to receive timely assistance with your website support needs. Please review the steps below to create a service request. After we receive your request, we will contact you as soon as possible to provide the help you need.

Let's begin.

Go to the district homepage, scroll down the page to the bottom. Click on the *Need Technology Help?* link under "Contact Us" in the footer.



You will be directed to the *Technology Services Help Desk Portal*.

Click *Create a new request*.

**1** **How can we help you?**

**My equipment or software is not working properly**  
*Incident*

I need new equipment or software  
*Service Request*

Application Specific: No

Select the "My equipment or software is not working properly" Incident radio button.

**2** **Is this request for you or are you submitting on behalf of another user?**

This request is being submitted for me:  Yes  No

Select customer: Susan Miller 

**Verify that your name is shown as the customer.**

**3** **Request Description**

Please describe the issue(s) that you are experiencing. Please note: the more detailed description you provide will enable us to resolve your issue in a timely manner.

Please note the option below to upload a document or screen capture to assist us with diagnosing your technical issue. **Type your request. Very important to add "This is for Susan R. Miller, Web Services or Emily McDaniel, Web Services."**

This is where you will explain what you need assistance with. For example, "I need help creating a school news item on my school website."

Very Important --> Please make sure you add the following: This request is for Susan R. Miller, Web Services or Emily McDaniel, Web Services.

**Is this request for you or are you submitting on behalf of another user?** If this request is for you, click the *Yes* radio button and *verify that your name is shown in the Select customer text box*. If you are submitting this request for someone else, select the *No* radio button. You will then do a search, by name, for that person by clicking the *binoculars icon* in the Select customer text box.

Next, in the Request Description text box, *please type exactly what you need assistance with*. Be very specific. Add the **name of your school** if you are a school webmaster or the **name of your department** if you are a department webmaster. Indicate if this is *Internet (public)* or *Intranet (for VCS employees)*. **Including the URL (web address) will also be very helpful**. Your **telephone extension** is required so that we may contact you. It is also very important that you add **"Please forward this request to Web Services"** in the Description text box.



## Request Details

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In order to provide you with the best support and service it is important for you to complete the following questions.

I. Please enter the location where your incident occurred:

<i>Site</i>	<i>Building</i>	<i>Room</i>
University High School	3	104

II. Please provide the following usage information:

<i>Last time performed?</i>	<i>Are other users affected?</i>
Choose a value...	Unknown

III. Please provide device information:

<i>Device Type</i>	<i>Model</i>	<i>Serial Number</i>
Choose a value...	Choose a value...	
<i>Asset Tag Number (6 Digits)</i>		

 Please select "Save" below, to submit your new ticket.

Click Save to submit this ticket.

Attachments

Upload:

 Save
 [Abandon](#)

- I. Make sure that your *location* is completely filled in. Using the dropdown box, *select your Site*, and then *type your Building number and Room number in the appropriate text boxes*.  
**You will not be able to submit your request if these three areas are not filled in.**
- II. Using the dropdown box, select the "*Last time performed?*" and "*Are other users affected?*".
- III. Using the dropdown box, select "*Other*" for *Device Type*. Ignore *Model*, *Serial Number* and *Asset Tag Number*.

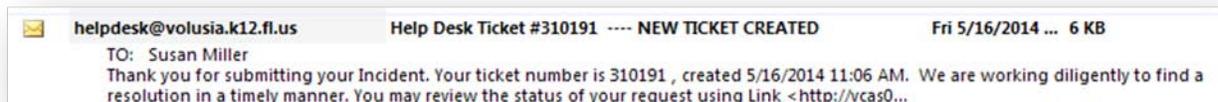
When you are finished filling in your information, click the "*Save*" *link/icon* at the bottom left to submit your new ticket.



## Incident #310191

Your communication has been forwarded to the Help Desk. If you need additional assistance, please call the Service Desk at ext 25000. If you wish to provide us with additional details please select the Add Note button.

You will get a notice indicating that your communication (request) has been forwarded to the Help Desk and an email indicating you have created a new ticket will be sent to you via Outlook.



**Web Services will close this ticket after the issue has been resolved.**

Should you have any questions or need help completing this request, please call the **Help Desk Team at ext. 25000.**

**SUPPORT:** For additional questions or assistance, dial extension 20000 for Support Services or send an e-mail to [custserv@volusia.k12.fl.us](mailto:custserv@volusia.k12.fl.us). After transition to SharePoint, training videos and helpful documentation may be found at the VCS district website at <http://myvolusiaschools.org/webmaster-training/Pages/default.aspx>.