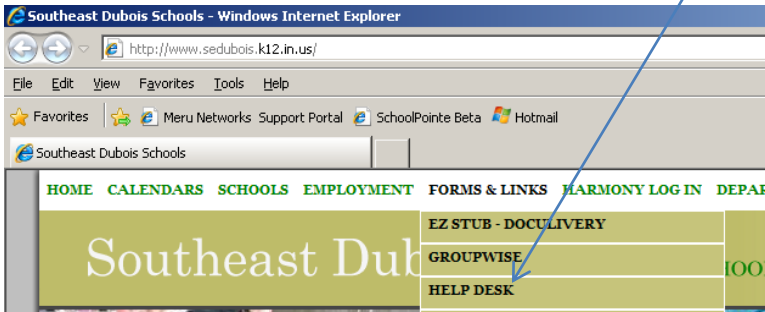


# Creating Help Desk Tickets

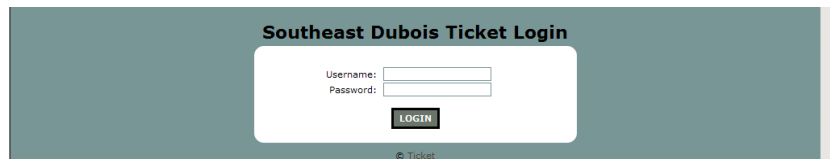
Open Ticket Help Desk icon from the Zenworks icons

or

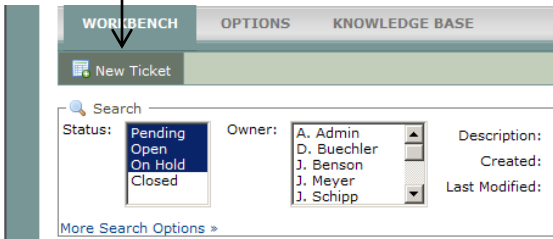
go to [www.sedubois.k12.in.us](http://www.sedubois.k12.in.us) web site and click on Help Desk from under Forms & Links



Log in with your network id and password



Click <New Ticket>



Fill in **Department**(leave I.T. or choose Maint)

Choose **Category** as best you can

Type in a brief **Description** and put a little more detail in **Initial Note** if needed

Click <**Create New Ticket**> at the bottom and you are finished (you should see the ticket show up on the screen, but may not if the Search fields are not set properly – try clear if you do not see the ticket listed)

Click <**LogOut**> in upper right corner of the screen

