

To Submit a Ticket: (For Users)

1. Go to <http://support.ouhsd.org/>

Preparing Students for the Future Today
OROVILLE
UNION HIGH SCHOOL DISTRICT
Est. 1882

OUHSD Support Portal

Not signed in
sign in now

Home

Welcome to The New OUHSD Support Portal
This is the new, friendlier, easier to use support portal for you to request service.
This support portal is for both Technology Related and Facility/Grounds Related Maintenance.
Please enter your school email address below to get started. (Its as easy as 1, 2, 3!)

1. Please input details related to your support request (PLEASE be as detailed as possible)
(Make sure you select the appropriate Category, Location, and Enter your room number.)
2. Add an attachment if desired.
3. Click Submit.

Complete the form below to get started.

Email:

Login

Important Links

- OUHSD Homepage
- Access Email Spam Filter
- Webmail Access
- Office365 Access

Sign in to view open help requests

2. Enter your school email address and click login. (Full instructions are at the top of the page)

3. Click Submit.

Complete the form below to get started.

Email:

Login

Please sign in to create a new help request

3. Enter the ticket details in the form provided. (NOTE: Please provide as detailed of a description as possible)
(You can see the right side also has Important links, current open tickets, and past closed tickets)

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2. Add an attachment if desired.
3. Click Submit.

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

Summary:

Description:

Category:

Location:

Room Number:

Due Date:

Priority: High Medium Low

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

Submit Request

Important Links

- OUHSD Homepage
- Access Email Spam Filter
- Webmail Access
- Office365 Access

Open help requests

- OHS Test2
Ticket #18 — opened on 2016-03-14 @ 01:12 PM
- OHS Test
Ticket #17 — opened on 2016-03-14 @ 01:10 PM
- Test2
Ticket #16 — opened on 2016-03-14 @ 12:28 PM

Completed Help Requests
View your completed help requests for help with a recurring problem.

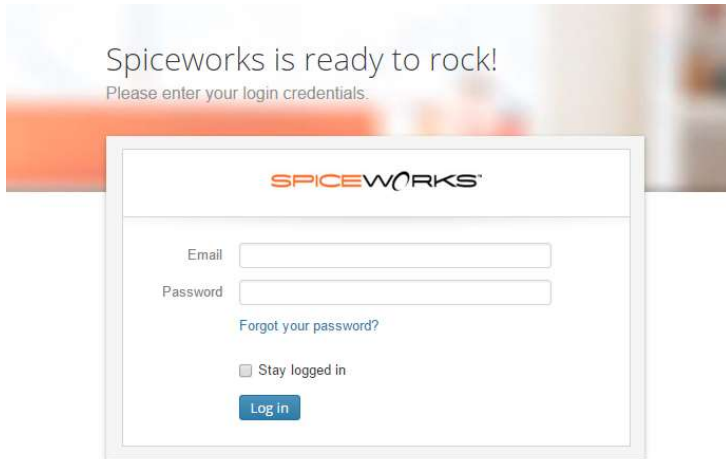
4. Click submit and the ticket will be added to the queue.

(Note: Staff can also come back to this page, and enter their email to view the progress on a ticket by choosing it from the right hand side.)

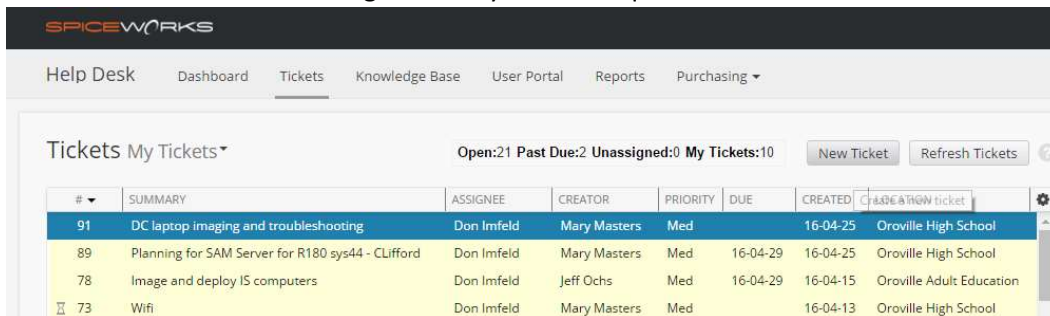
To Submit a Ticket:

(For Support Staff and Ticket Approvers)

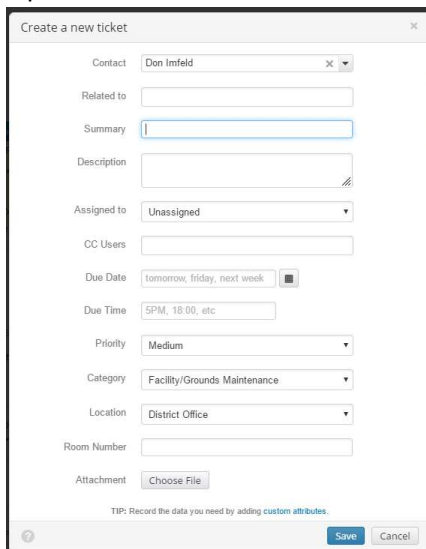
1. Go to <http://support.ouhsd.org/tickets/>



2. Enter your school email address and the password you created for your helpdesk account, then click login.
3. Click on "New Ticket" to the right above your ticket queue.



4. Enter the ticket details in the form provided. Please note, we have ticket rules in place, so when creating a new ticket, there is no need to change the assigned to section on this form, it will auto-assign the ticket according to a pre-defined work flow.



Create a new ticket

Contact: Don Imfeld

Related to: [Empty]

Summary: [Empty]

Description: [Empty]

Assigned to: Unassigned

CC Users: [Empty]

Due Date: tomorrow, friday, next week

Due Time: 5PM, 18:00, etc

Priority: Medium

Category: Facility/Grounds Maintenance

Location: District Office

Room Number: [Empty]

Attachment: Choose File

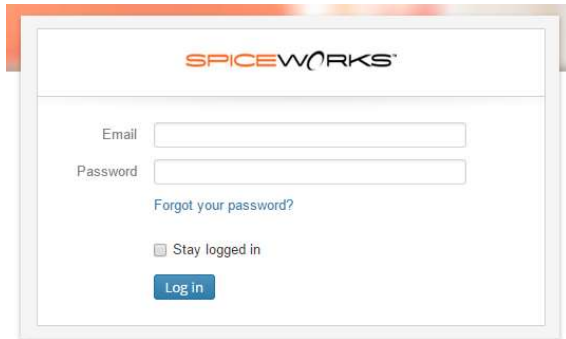
TIP: Record the data you need by adding custom attributes.

Save Cancel

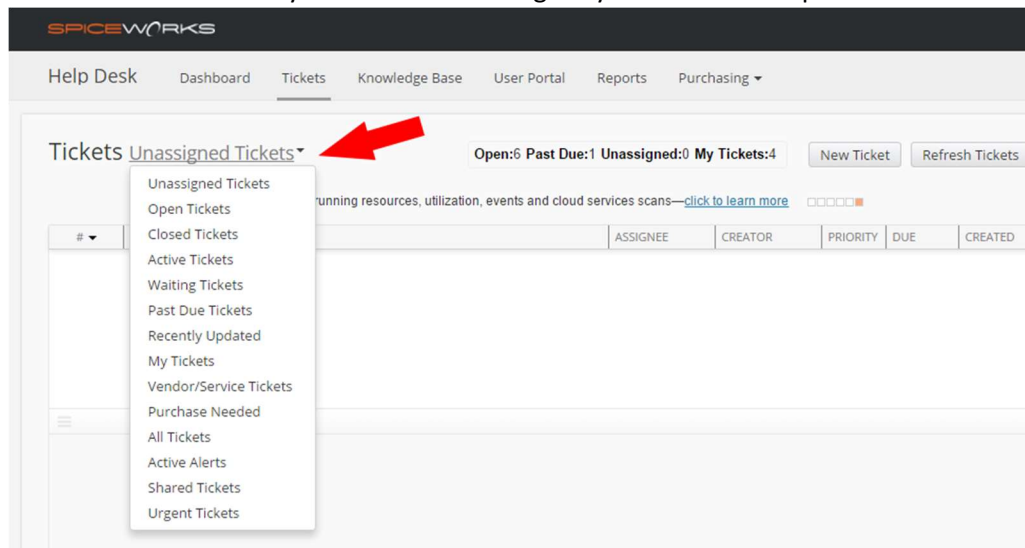
5. Click Save and the ticket will be added to the appropriate queue.

To View Individual Tickets and Update Tickets: (For Support Staff and Ticket Approvers)

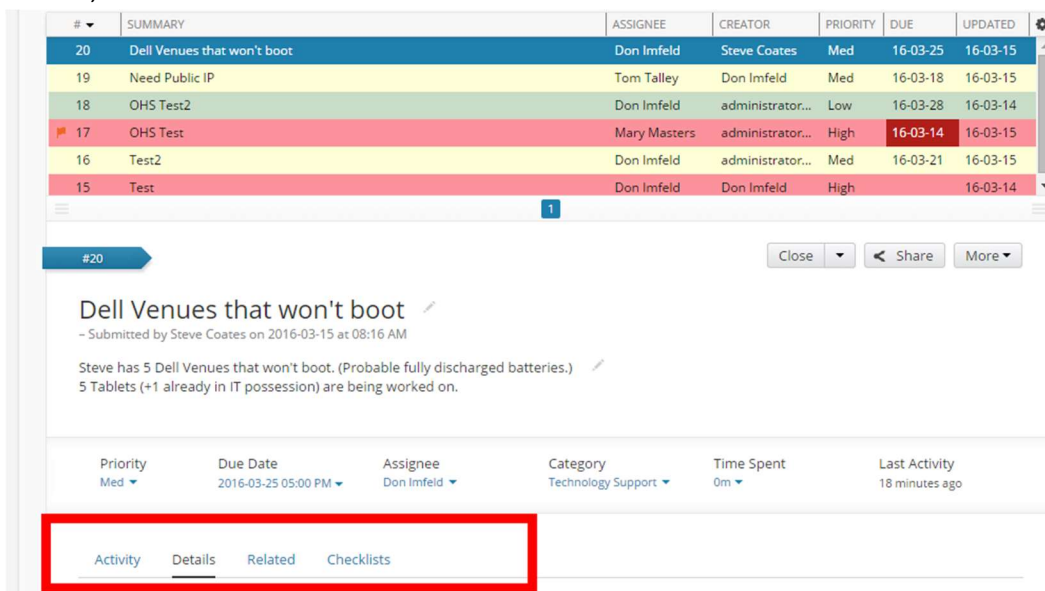
1. Go to <http://support.ouhsd.local/tickets/>
Login with your email and your helpdesk password.



2. The Default view is unassigned tickets, but you can choose your desired ticket listing in the dropdown. It is recommended that you choose the listing for your school or department.



3. You can click on any ticket to see the details of the ticket. Clicking Activity will show you work done/notes, Details will show all entered details of the ticket from the user who submitted the ticket;, such as Location, Room#, Etc.



#	SUMMARY	ASSIGNEE	CREATOR	PRIORITY	DUE	UPDATED
20	Dell Venues that won't boot	Don Imfeld	Steve Coates	Med	16-03-25	16-03-15
19	Need Public IP	Tom Talley	Don Imfeld	Med	16-03-18	16-03-15
18	OHS Test2	Don Imfeld	administrator...	Low	16-03-28	16-03-14
17	OHS Test	Mary Masters	administrator...	High	16-03-14	16-03-15
16	Test2	Don Imfeld	administrator...	Med	16-03-21	16-03-15
15	Test	Don Imfeld	Don Imfeld	High		16-03-14

#20 Dell Venues that won't boot
- Submitted by Steve Coates on 2016-03-15 at 08:16 AM

Steve has 5 Dell Venues that won't boot. (Probable fully discharged batteries.)
5 Tablets (+1 already in IT possession) are being worked on.

Priority: Med | Due Date: 2016-03-25 05:00 PM | Assignee: Don Imfeld | Category: Technology Support | Time Spent: 0m | Last Activity: 18 minutes ago

Activity | Details | Related | Checklists

To Update a Ticket

- Click on the ticket you want to update from the list.
- Start to type your response in the response field, and choose whether you want to make a 'Public Response' or an 'Internal Note' (A Public Response sends an email to the original submitter with an update on the ticket that includes your response, and Internal note does not, and the user will not see any information typed in as an Internal Note. If the user doesn't need to know what you are typing in, Choose 'Internal Note')

Priority: Med | Due Date: None | Assignee: Don Imfeld | Category: Technology Support | Time Spent: 0m | Last Activity: 22 minutes ago

Activity | Details | Related | Checklists

Public Response | Internal Note | Purchase

Type a response to all users...

Save | Close Ticket | Append KB | Attach File

From this section you can also change the priority, due date, assignee, category, and even add time spent. If you are done with the ticket and wish to close it out, check the 'Close Ticket' Box before clicking save.

Productivity Helping Notes:

You can actually Update, Close, Re-assign, and Respond to tickets via the email you will get when you are assigned a new ticket. This is very helpful so you don't have to log into the system every time you get a new ticket, or if you are looking at it from your phone. Just look at the bottom of the email for the context to use.

Tue 4/26/2016 12:25
OUHSD Support Desk
[Ticket #95] Summary - OUHSD Help Desk

To: Don Imfeld
Retention Policy: 18 Month Delete (1 year, 6 months)

Ticket was assigned to Don Imfeld.

On Apr 26, 2016 @ 12:25 pm, Tom Talley wrote:

Assigned to Don Imfeld.

Ticket Overview
Priority: Med
Creator: Don Test
Assignee: Don Imfeld
Ticket URL: http://support.ouhds.org/tickets/list/single_ticket/95
App: <http://support.ouhds.org/>

Ticket Commands let you take control of your help desk remotely. Check the Spiceworks community for a full list of available commands and usage:
[https://community.spiceworks.com/help/Tickets Anywhere](https://community.spiceworks.com/help/Tickets%20Anywhere)

Examples: #close, #add 5m, #assign to bob, #priority high

Ticket History

For instance you could simply reply to the email with:

#assign Don Imfeld, #Priority High, #Category Technology Support

This would make the ticket a Tech Support Ticket and assign it to Don Imfeld with a high priority, all without having to login.

To Run a Ticket Report:

(For Support Staff and Ticket Approvers to list all of their tickets)

1. Go to <http://support.ouhsd.org/reports/>
Login with reports@ouhsd.org as the email and reports as the password.
(If you were already logged in as yourself, you will need to log out first)
2. Out to the right of the report you want to run, select the 2nd button (looks like a play button) that says run.
(As you can see there are reports at the top of the list for each school and category. Simply choose run for the one you want to see)

Inventory Dashboard My Network Reports Purchasing

Currently running resources, utilization, events and cloud services scans—[click to learn more](#)

All Reports (34) Search reports... New Report Import Report

Name	Description	Type	Scheduled
_All Open IT Tickets	List of all open IT tickets	Tickets	
_All Open Maintenance Tickets	List of all open maintenance tickets	Tickets	
_All Open Tickets	List of all open tickets	Tickets	
_All Open Tickets - DO	List of all open tickets at DO	Tickets	
_All Open Tickets - LPHS	List of all open tickets at LPHS	Tickets	
_All Open Tickets - OAE	List of all open tickets at OAE	Tickets	
_All Open Tickets - OHS	List of all open tickets at OHS	Tickets	
_All Open Tickets - PHS/CDS	List of all open tickets at PHS/CDS	Tickets	
All Purchases	All purchase items	Purchases	

3. The report will display. (We can create custom reports with virtually any details shown, so let us know if you want more details, or change what is shown on your report)
From Here you can Print or Export the report to PDF or Excel Format (Upper Right Corner).

Currently running resources, utilization, events and cloud services scans—[click to learn more](#)

_All Open IT Tickets ▾
List of all open IT tickets (19 items)
Generated on Apr 26, 2016 @ 12:37 pm

Edit Print Export

Priority	Ticket #	Created By(Email)	Summary	Description	Days Open
Med	71	mharris@ouhsd.org	Laptop shuts down randomly	Laptop shuts down randomly	13 days
Med	20	scoates@ouhsd.org	Dell Venues that won't boot	Steve has 5 Dell Venues that ...	42 days
Med	45	dimfeld@ouhsd.org	Rm 632 old IT equipment	Determine the purpose of the c...	35 days
Med	47	dimfeld@ouhsd.org	Rm 1703 add printer to studen...	Need to add printer in 1703 to ...	35 days
Med	50	dimfeld@ouhsd.org	Room 206 needs print server	Need to install print server in 2...	35 days
Med	51	dimfeld@ouhsd.org	Reimage office 4 pc	Office 4 PC behind attendance...	34 days
Med	53	ttalley@ouhsd.org	printer not in directory	_____	28 days
Med	62	dwilliam@ouhsd.org	Aeries CS flashing in discipline	When entering discipline in Ae...	21 days
Med	63	sburket@ouhsd.org	Complete connection to projec...	Pls. Assign to Mary and Mark ...	20 days
Med	26	dimfeld@ouhsd.org	Re-Image Reading Lab	Need to re-image reading lab t...	39 days
Med	78	jochs@ouhsd.org	Image and deploy IS computers	Independent study has 5 new ...	11 days
Med	85	mmarshal@ouhsd.org	OHS H5 Promethean USB con...	Wireless connection is unstabl...	5 days
Med	97	ttalley@ouhsd.org	Close Speedheat for inventory	Need inventory sheet to quid...	4 days