



## Help Desk Portal

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### Introduction

- Help Desk Portal access has been expanded to all school staff. Technical issues at your location can now funnel through one source.
- Tickets created by school staff are sent to Tech Contacts for review before they go to the Help Desk.
- Tech Contacts should review tickets daily.

### Log Into Help Desk Portal

1. Go to **WakeID Portal**, <http://wakeid.wcpss.net>.

2. Enter your **WakeID credentials**.

3. Click **Help Desk**.

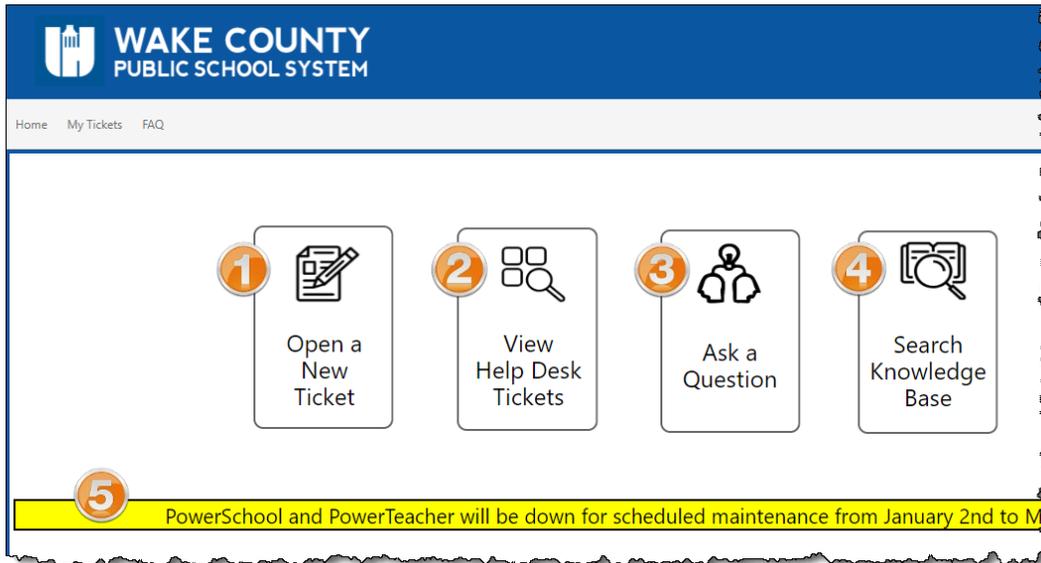


4. Click .

5. Enter your **WakeID credentials** again.

You will be taken to the Help Desk Portal Dashboard.

## Dashboard Basics



### 1. Open A New Ticket

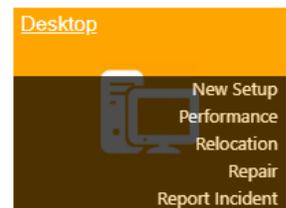
- Open a new Help Desk ticket.

## Open a New Ticket

1. Click **Open A New Ticket**.

2. In the **Service Catalog**, mouse over the **category** and click the **subcategory** that best matches the issue. (e.g. Desktop: New Setup)

**NOTE:** If you are unable to find what you are looking for, or need assistance, contact the Help Desk at [helpdesk@wcpss.net](mailto:helpdesk@wcpss.net) or 919-664-5700.



3. **Are you the affected user?** Who is experiencing the issue?

**NOTE:** If you are submitting a ticket on behalf of someone else, click **No** and enter affected user's name.

4. Select your **location**. (e.g. Main Street ES)

**NOTE:** You will not be able to modify tickets that do not match your assigned location.

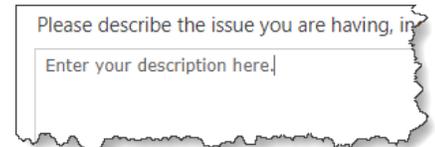
5. Select a **Site Name** and enter **Room Number**.  
(e.g. Classroom, 456)

6. Select how to assign the ticket.

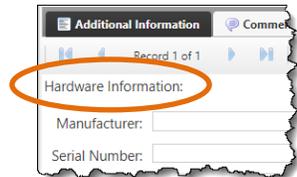
- **Assign to Me** if you will be resolving the issue.
- **Assign to Help Desk** to send the ticket to the Help Desk.

7. Enter a **detailed description** about your issue.

- If issue is hardware related, under Additional Information enter **Hardware Information**.
- To attach a document to your ticket, click  and click **Attach a file (import)**...



Please describe the issue you are having, in  
Enter your description here.



Additional Information

Record 1 of 1

Hardware Information:

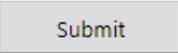
Manufacturer:

Serial Number:

8. If applicable, enter **any steps** you have already taken to resolve.



Please describe any steps you have taken  
Enter steps you have taken.

9. Click  .

**NOTE:** You may have to scroll to the right to view Submit button