

CASD HelpDesk Request Procedure

Here are three common troubleshooting steps you can easily take before you submit a ticket:

1. Ask around to see if the issue is unique to you; if not, has the other person solved the issue or has some information regarding the issue.
2. Quit and restart the application where the issue occurred
3. Restart your device – completely power off not simply a reboot.

If none of these steps solve the issue, then submit your helpdesk ticket. Also, always tell your helpdesk team what troubleshooting steps you've taken (if any).

To use the help desk, you just have to send an email to: helpdesk@coudyschools.net

A support ticket subject line should set expectations, and if possible, enable the helpdesk agent to glance at the subject line and immediately know the issue (without being too wordy).

When your helpdesk is inundated with requests, a clear subject line can lead to a quicker resolution—and even help IT solve future tickets featuring similar issues.

Lastly, when you write the ticket subject line, use relevant keywords that make it easier to find when searching/sorting. This will lead to faster problem solving.

- **Poor Subject Line:** Need Password Reset

This subject line is too vague. How many devices and applications do you use that require passwords? You can't assume that IT will know which device or application you're referring to.

- **Better Subject Line:** Need G Suite Password Reset (locked out of account)

This subject line provides more context and explains exactly what is needed. It even provides additional details (e.g. locked out of account) that may come in handy when IT needs help prioritizing tickets.

Please refrain from attempting to contact the IT Staff directly anticipating immediate response. This is a general rule, however, emergencies, of course, take priority.

Avoid Hallway Requests. Please try to avoid making a request "in the hallway" as we are passing by you (as 99% of the time we are working on another ticket). We tend to forget these requests as our thoughts are pre-occupied on the task-at-hand.