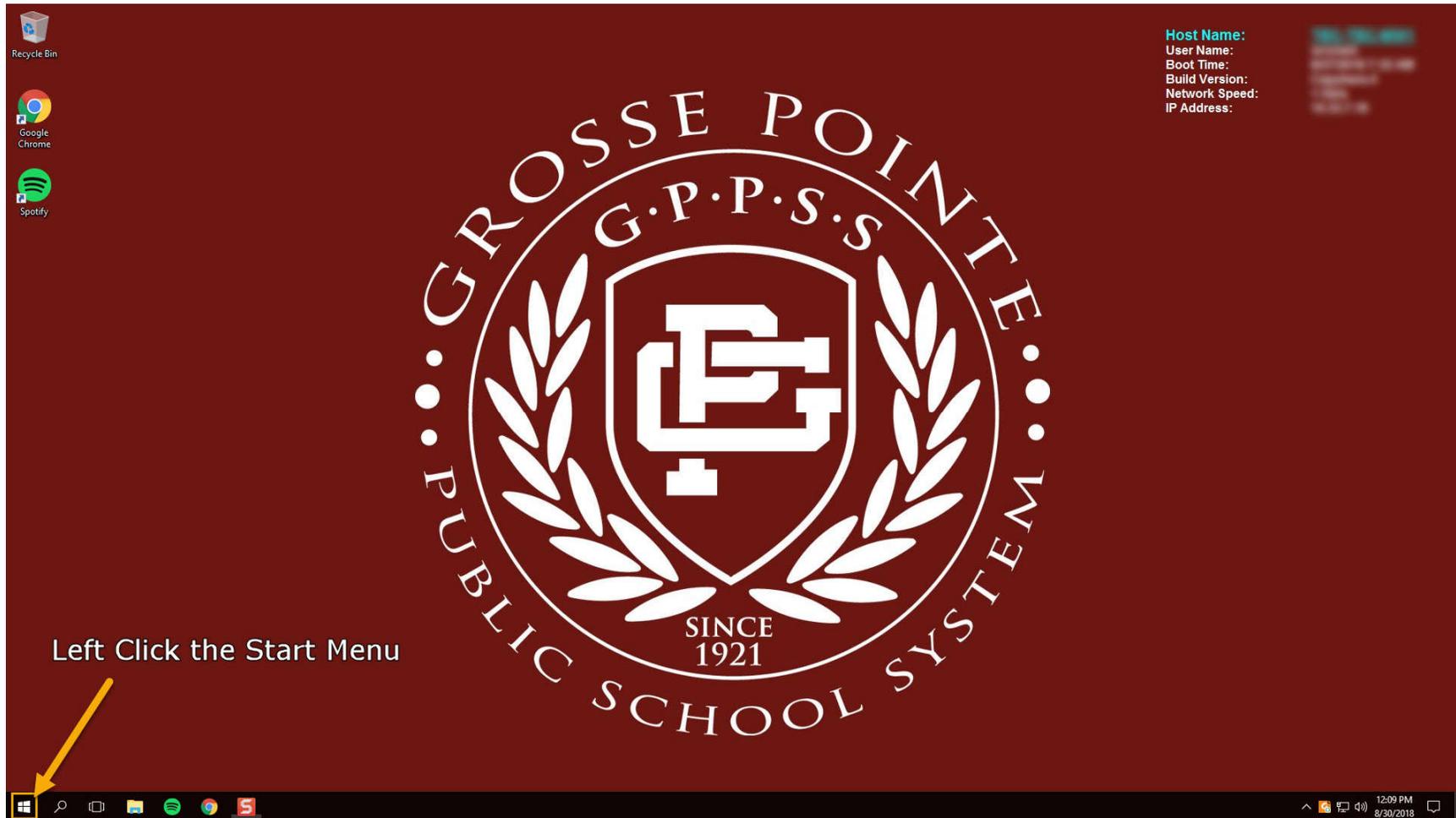


GPPSS Help Desk Tutorial



1. Left Click the Start Menu



2. Left Click "GPPSS Helpdesk"



Welcome to the GPPSS Help Desk

Click Sign In

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests.

The technology help desk can also be reached via phone at x5199.

Open a New Ticket



Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[OPEN A NEW TICKET](#)

Check Ticket Status



We provide archives and history of all your current and past support requests complete with responses.

[CHECK TICKET STATUS](#)

3. Left Click "Sign In"



Sign in to Grosse Pointe Public School System help desk

To better serve you, please sign in.

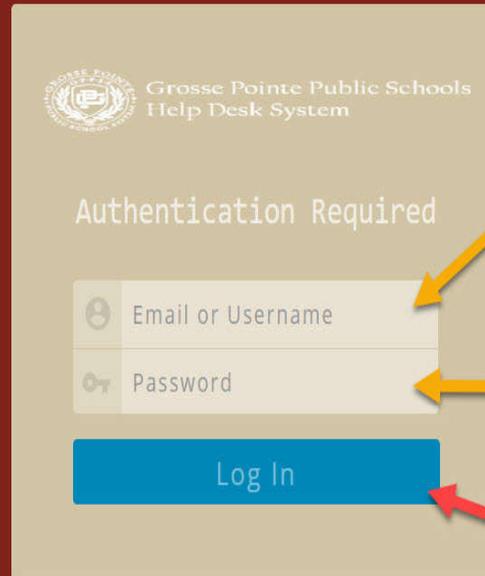
The sign-in form contains the following elements:

- Input field: GPPSS Network ID
- Input field: Password
- Button: Sign In
- Separator: A vertical line with a circle containing the text "OR" in the middle.
- Text: "I'm an agent — [sign in here](#)"

Click Sign In Here



4. Left Click "Sign in Here"



The image shows a login interface for the Grosse Pointe Public Schools Help Desk System. At the top left is the district's logo, followed by the text "Grosse Pointe Public Schools Help Desk System". Below this is the heading "Authentication Required". There are two input fields: "Email or Username" and "Password". A blue "Log In" button is positioned below the fields. Three numbered instructions with arrows point to the fields and button: "1. Enter Your District Username" points to the first field, "2. Enter Your District Password" points to the second field, and "3. Click Log In" points to the button.

1. Enter Your District Username

2. Enter Your District Password

3. Click Log In

5. Follow Directions on Screen

Open Tickets

Advanced

Sort

!	✓	Last Updated	From	Subject	Department	#
↑ There are no tickets matching your criteria.						

6. Left Click "My Tickets"

My Tickets

Advanced Search [Flags] [User] [Filter] [Sort]

Click Here or There to Open the Ticket

!	✓	Last Updated	From	Subject	Department	#
<input type="checkbox"/>		8/27/18 9:36 AM	Stephanie Erhard	printer	Technology	000359
<input type="checkbox"/>		8/27/18 8:22 AM	Ann Lightbody	Add new staff emails to Pierce Everyone	Technology	000355
<input type="checkbox"/>		8/27/18 8:22 AM	Ann Lightbody	Add new staff emails to Pierce Everyone	Technology	000354
<input type="checkbox"/>		8/27/18 8:01 AM	Nicole Filiccia	Smartboard / Projector	Technology	000353
<input type="checkbox"/>		8/26/18 3:10 PM	Christina Partalis	Email distribution list	Technology	000349
<input type="checkbox"/>		8/24/18 10:55 AM	Catherine Forcillo	reinstall speakers	Technology	000325
<input type="checkbox"/>		8/24/18 10:43 AM	Catherine Forcillo	remove a computer	Technology	000323
<input type="checkbox"/>		8/23/18 12:11 PM	Danuta Fadanelli	projector not projecting, printer not hooked up	Technology	000298
<input type="checkbox"/>		8/23/18 11:32 AM	Sara Dirkse	Move Computer and add printer	Technology	000293
<input type="checkbox"/>		8/23/18 11:31 AM	Sara Dirkse	Robo Calls & Mass School Community Emails	Technology	000292

7. Left Click Here or There to Open the Ticket

Open (0) My Tickets (31) Overdue (13) Search (4) Closed New

Ticket #000359



printer

Status: [Open](#)
Priority: [Normal](#)
Department: [Technology](#)
Create Date: 8/27/18, 9:36 AM

User: [Stephanie Erhard \(1\)](#)
Email: ErhardS@gpschools.org
Source: [Web \(10.2.0.196\)](#)

Assigned To: [Michael Wrone](#)
SLA Plan: [One Week](#)
Due Date: [9/3/18, 9:36 AM](#)

You May Need to Scroll
Up to Find the Ticket
Details

Help Topic: [Technology / Richard](#)
Last Message: [8/27/18, 9:36 AM](#)
Last Response:

Ticket Details

Room: 103
Phone Number: 248-298-6481

8. Notice the Ticket Details

Ticket #000359



Stephanie Erhard posted 8/27/18, 9:36 AM



Good morning~

Me again! My printer is not hooked up- it says there's an error. Please help. Thank you SO much!

Scroll Down to
Find More Ticket
Details



Created by  Stephanie Erhard 8/27/18, 9:36 AM



ErhardS@gpschools.org assigned this to Michael Wrone 8/27/18, 9:36 AM

 Post Reply

 Post Internal Note

To:

Collaborators: [Add Recipients](#)

Response:



Start writing your response here. Use canned responses from the drop-down above

9. Scroll Down to Find More Ticket Details

Ticket #000359



Michael Wrone posted 8/30/18, 11:52 AM

I'm re-opening for a tutorial I'm creating



Reopened by Michael Wrone 8/30/18, 11:52 AM

Post Reply

Post Internal Note

To: Stephanie Erhard <ErhardS@gpschools.org>

Collaborators: Add Recipients

Response:

Rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, image, video, table, link, unlink, and a minus sign. Below the toolbar is a text area with the placeholder text "Start writing your response here. Use canned responses from the drop-down above". A red mouse cursor points to the text "Click Here to Write a Response". At the bottom of the editor is a dashed box with the text "Drop files here or choose them".

Signature: None Department Signature (Technology)

Ticket Status: Open (current)
Open (current)
Closed

Click Here to Change Ticket Status to Closed

Post Reply Reset

Click Here to Post the Response

10. Follow Directions on Screen

You Have Now Successfully Opened the Help Desk, Logged In, Accessed Your Tickets, and Now Know How To Close Tickets.

If You Have Any Additional Questions Please Create a Help Desk Ticket and Your Building Technician Will Assist You.