

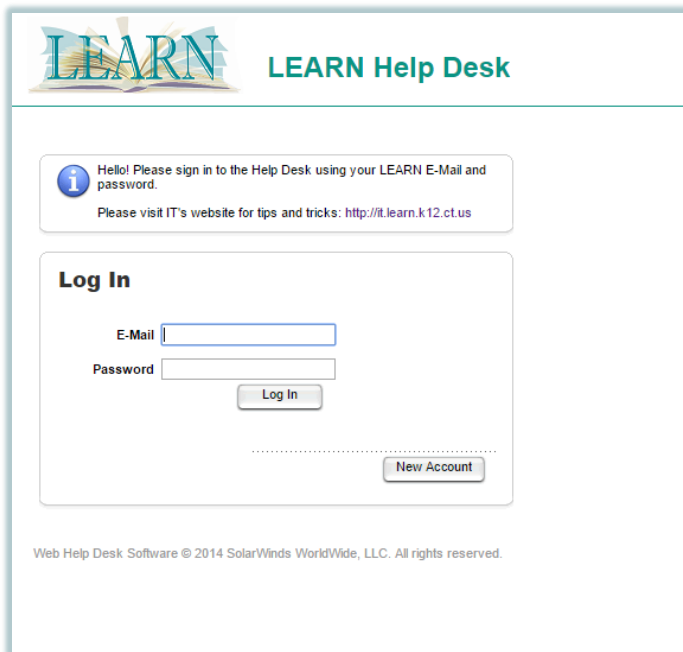
User guide to the LEARN Helpdesk

To access and submit a help desk ticket from any location, click on this link (or copy and paste into browser) <https://helpdesk.learn.k12.ct.us> *please note the *https* (for secure), not *http*.

This link is also available on the [Technical Support/Helpdesk procedures](#) page under the [Employees](#) section of the LEARN website.

Help Desk Procedures

In all cases, during business hours, use your LEARN issued email address and current password to submit a ticket in our [LEARN IT help desk portal](#). This procedure will provide a single point of contact for assistance with computing and telephone services, which allows us to serve you to the best of our ability.



The screenshot shows the LEARN Help Desk login interface. At the top left is the LEARN logo. To its right is the text "LEARN Help Desk". Below the logo is a blue information icon with the text: "Hello! Please sign in to the Help Desk using your LEARN E-Mail and password. Please visit IT's website for tips and tricks: <http://it.learn.k12.ct.us>".

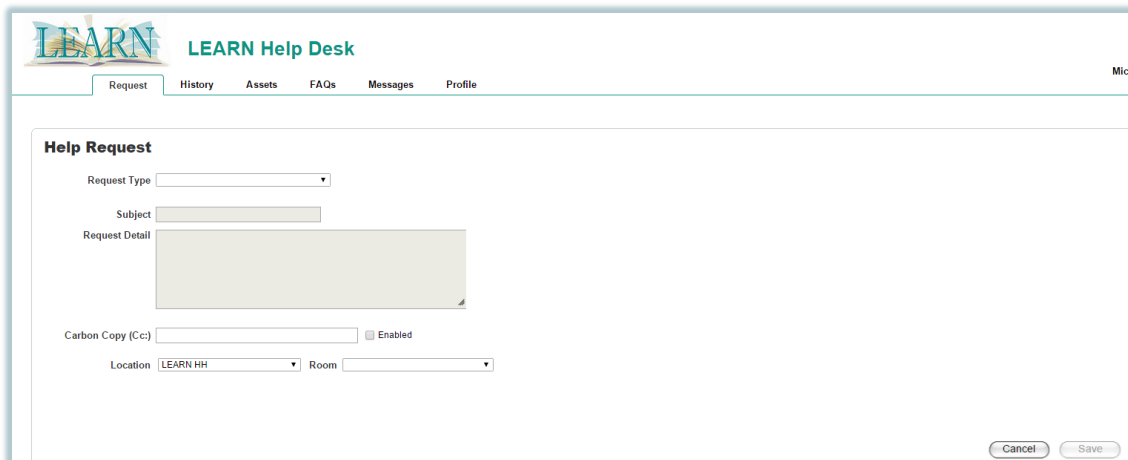
The main section is titled "Log In" and contains two input fields: "E-Mail" and "Password". Below these fields is a "Log In" button. At the bottom of the form is a "New Account" button.

At the very bottom of the page, there is a small copyright notice: "Web Help Desk Software © 2014 SolarWinds WorldWide, LLC. All rights reserved."

You will come to a log in screen. This is where you use your LEARN issued e-mail account and password.

*If you do not have a LEARN issued e-mail account and have not submitted a ticket before, you will need to create a new account. This will apply to CT River Academy, Goodwin Early Childhood, and SSC Service Solutions.

Once you have logged in, you can now fill out the ticket by selecting a request type, request detail and location. You can also choose your asset at the bottom if we have record of it.



The screenshot shows the "Help Request" form in the LEARN Help Desk. At the top left is the LEARN logo. To its right is the text "LEARN Help Desk". In the top right corner, the name "Mich" is partially visible.

Below the logo and text is a navigation menu with tabs: "Request", "History", "Assets", "FAQs", "Messages", and "Profile".

The main section is titled "Help Request" and contains several fields:

- "Request Type" with a dropdown arrow.
- "Subject" with a text input field.
- "Request Detail" with a large text area.
- "Carbon Copy (Cc):" with a text input field and a checkbox labeled "Enabled".
- "Location" with a dropdown menu showing "LEARN HH" and a "Room" dropdown menu.

At the bottom right of the form are "Cancel" and "Save" buttons.

If you want more in depth instruction, please feel free to watch our video on our website.

<http://it.learn.k12.ct.us>