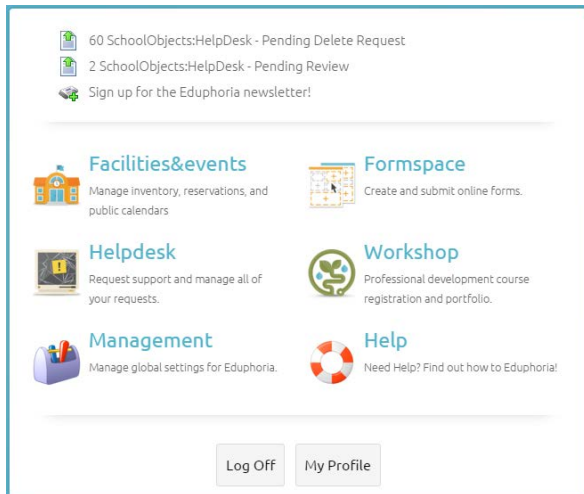


Eduphoria Help Desk



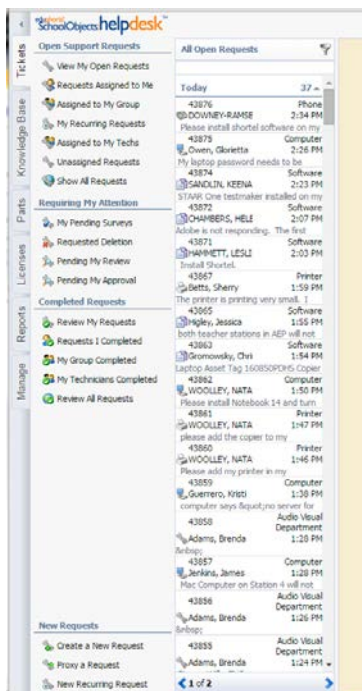
Login to **Eduphoria** with your regular computer username and password.

<http://eduphoria.amaisd.org>

(from the AISD web page, under “Log in to” – click on Eduphoria)

Click **helpdesk**

You will see the last screen that you were on in Eduphoria Helpdesk.



How to create a new **Service Request**

click **Create a New Request**

Click **Information Technology**



Review the descriptions to click appropriately.

(Please note the “Knowledge Base” Tab on the far left)

Review these descriptions to see where you need to begin.

The better the information you give us, the easier it is for us to help you.

Under each category, you may see additional choices.

What type of Computer?

Select the item from the list below that you are having problems with.



Desktop

Problems with your CPU, or attached Mouse or Keyboard



Laptop

Problems with your CPU, or attached Mouse or Keyboard or Docking station



Display

Problems with discolorations or lack of video



xTenda or Thin Clients

Problems with your Host, Thin client Terminal, or attached Mouse or Keyboards

Review the descriptions to see which best describes your issue.

Select your campus

Type in your Room #

Asset tag

IP # is helpful - if you hover over the question mark, you will get a hint

You can also add a picture or other files.

When Finished –click Submit

Soapbox: Under “Detailed Request,” we need a complete description of what your device is not doing. “It’s broke” doesn’t help us very much – however “it won’t power on but there is a yellow blinking light” is very good.

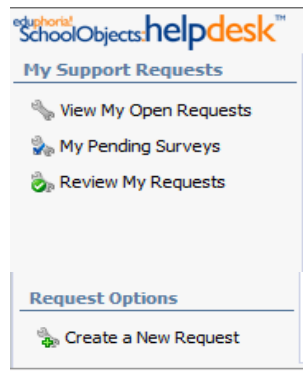
Exaggerated descriptions may ease your frustration, but they confuse things. We want to get your device up and running as quickly as possible. And it helps us help you when we have a good and accurate description of what is happening AND you can also tell us what you have done to troubleshoot the problem. Check out our **Trouble shooting for the End user** document in the Knowledge base.

Did you reboot? Did you REALLY reboot or just say you did? Did you check all the connections? Unplug and re-plug? Turn off and turn back on? Is the surge suppressor switched on? Are there any error messages being displayed? Is the network cable plugged into a **blue** port in the wall? These are all things that you can do to help yourself, and knowing what you have tried to fix the problem and the results you got, also gives us valuable information to help us prepare for a visit to your room.

And the correct Asset # is important, in case you aren’t in your room, and you have multiple computers. This lets us pinpoint exactly which computer isn’t working.

Now What ?

Now that you have created a service request you might want to see how it is progressing or it’s status. So - same as before - login into **Eduphoria** and click on **helpdesk** in the left column.

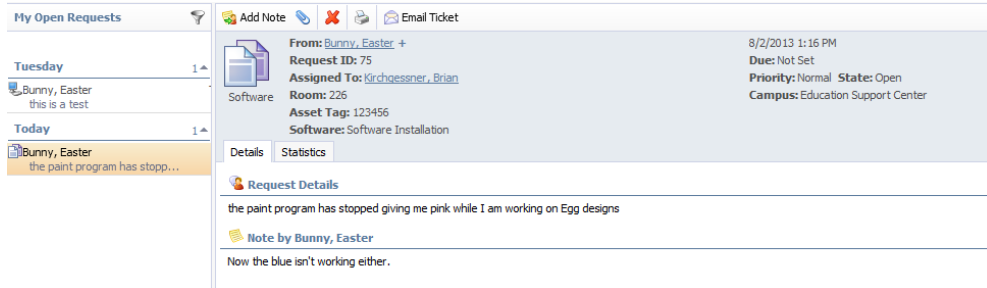


View My Open Requests - brings up a list of all Open service requests

My Pending Surveys – at this time, this is not active

Review My Requests – gives you a list of all your completed requests. There should also be notes about what was done during that technician visit.

Clicking on **View My Open Requests** opens a list
 Clicking on one of the open requests will open it up on the right.
 It will show you who it is assigned to and the campus.
 If you need to add additional information – you can click on “Add Note”



You can add a document or picture by clicking the paper clip.
 You can request that it be deleted, or print it, or email it to someone.

My Pending Surveys - Currently inactive

Review My Requests

Clicking here lets you review ALL your completed requests. Once they are reviewed by the supervisor, they are considered closed. You can still open that window and email the request to the technician or the supervisor and ask that it be re-opened for additional work.

Note: If your original request was for something like “the mouse wasn’t working” and it’s been fixed and now it’s a week or so later, don’t ask the request to be re-opened because the keyboard or something else isn’t working.

Using the Knowledge Base

Many times you can help yourself by trying some trouble shooting on your own. There are several great documents in the Knowledge Base – Look for the **Knowledge Base TAB** on the far left of the screen. if you click on an article and it is a video or PDF file, you may have to also click on the “Open file” or “Open Link” or “Play Video.”



Addendum:

Categories are (with their associated sub-categories) :

My Computer

- Desktop (this includes your mouse and keyboard)
- Laptop (includes mouse, keyboard and docking station)
- Display
- xTenda or Thin client
(includes attached mouse and keyboard)

Software Installation or Repair

- Software Installation
- Software problems

Peripherals & Accessories

- Clickers
- Scanner – not Laserfiche

My Phone or Voicemail or FAX

- | | |
|-------------------|---------------|
| Shoretel Software | Telephone Set |
| Voice Mail | Long Distance |
| FAX | Other |

PeopleSoft

- Human Resources / Payroll
- Finance / Procurement
- UPK
- Enterprise Portal

Learning Management Systems

- | | |
|----------------------|-----------------|
| Blackboard | Custom Web Apps |
| Meeting Room Manager | PDI |
| Plan for Learning | Sharp School |
| Visual Casel | Winocular |

Technician Only – technicians access only

Laserfiche

- | | |
|-----------------|-----------------|
| AISD | Business Office |
| Finance | Human Resources |
| Student Records | |

Audio Visual Department

- | | |
|--------------------|----------------------------|
| Badge Request | CD/DVD Duplication Request |
| Equipment Checkout | Work Request |

My Printer

- Add a new Printer
- Printer isn't working
- Network Printing

Multi Media

- | | |
|-----------------|----------------|
| Document Camera | Digital Camera |
| Projector | RedCat |
| SmartBoard | Other |

Mobile Devices

- iPad
- iPhones / Smartphone Support
- Other Tablets

Network or Connectivity problems

- (You will use this if you cannot access the internet or network files)
- Wired Connection issues
 - Wireless Connection issues
 - Network Ports

Skyward

- General Skyward issues
(If you have issues not related to PEIMS or Security)
- PEIMS (Help with PEIMS Reporting)
- Security (Access to Skyward and levels of Access)

Long Term Projects

- Technology Access Only.

Data Upload / User Management

If you need user accounts for admin or educational software such as iStation, Think Thru Math, etc., use this category

School Messenger

- Out Calling from Schools to Parents