



MyTechDesk[®] User Guide

Requestor

**MyTechDesk[®] is a service provided by
the California K-12 High Speed Network**

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MyTechDesk® User Guide (Requestor)

Introduction

Welcome

Welcome to MyTechDesk, a tool to help technical support teams manage their workflow, which is competitive on a feature-by-feature basis with many commercially available Help Desk systems costing hundreds of dollars. All K-12 schools and districts in California have access to MyTechDesk Standard at no cost, as a service provided by the California Department of Education's TechSETS project. MyTechDesk is being used today by hundreds of organizations in a variety of settings including schools, districts, county offices of education, government agencies, and for-profit or non-profit organizations. Traditionally, this type of system has been referred to as a ticket management system, ticket tracking system, or help desk management system.

About MyTechDesk

MyTechDesk is a web-based work order/ticket management system provided by a partnership between the California K-12 High Speed Network (K12HSN) (<http://www.k12hsn.org>), a statewide program administered by the Imperial County Office of Education (ICOE) in El Centro, California and TechSETS, a statewide educational service, administered by the San Diego County Office of Education (SDCOE) (<http://www.techsets.org>). MyTechDesk is one of over a dozen tools developed and made available to K-12 educational entities as a service by the K12HSN.

MyTechDesk was developed by in 2001 to help ICOE manage its own information technology support operation. In 2002 it was released to the public for a fee. Educational entities qualified for MyTechDesk Lite, a free version with limited feature set. In January 2005, the standard version started to be offered at no cost to hundreds of California schools through collaboration with the California Department of Education's TechSETS project. Over the years, requests for additional features prompted development of a more feature-rich version, which was released in 2008.

MyTechDesk is currently available in two versions:

- MyTechDesk Standard is available on a subscription basis to all organizations and is available free to California K-12 educational entities
- MyTechDesk Lite (limited feature set) available free to all out of state schools

Note: A quick reference chart that compares the feature set included in these two versions is available on the MyTechDesk website at <http://www.mytechdesk.org/product/comparison.php>

We hope that you will enjoy your experience using MyTechDesk. ICOE is dedicated to continual improvement of this product. To send feedback regarding MyTechDesk or to offer suggestions for future releases, we invite you to send email to info@mytechdesk.org or share your ideas through the MyTechDesk blog. Links to MyTechDesk support are provided below:

- MyTechDesk support email address: info@mytechdesk.org
- MyTechDesk support blog: <http://www.k12hsn.org/calaxy/blogs.php/mytechdesk>
- MyTechDesk home: <http://www.mytechdesk.org>
- MyTechDesk tutorials: <http://www.mytechdesk.org/product/tutorials.php>
- MyTechDesk brochure: http://www.mytechdesk.org/etc/MyTechDesk_Brochure.pdf

About this guide

In MyTechDesk there are three types of users – group manager, staff members, and requestors. The group manager manages both the system and the staff members involved in the resolution of issues being tracked by the system. End-users of the system are referred to as “requestors” because they are the people requesting and receiving support. This user guide provides a comprehensive description of MyTechDesk for requestors. A user guide for group manager and staff is provided as a separate document.

The MyTechDesk system is written in the PHP scripting language.

The major sections of the guide are:

- Section 1: Creating a Requestor Account
- Section 2: MyTechDesk User Interface For Requestors
- Section 3: Frequently Asked Questions
- Section 4: Additional MyTechDesk Resources

The MyTechDesk website

The MyTechDesk website (www.mytechdesk.org) is the place to learn all about MyTechDesk, request a hands-on product demonstration, order a free 60 day evaluation, or, if you already have an account, to log into the system. The left frame of the home page (not shown) contains links to information about MyTechDesk including Features, Brochure, Testimonials, Pricing, Ordering, Requirements, Resources (including a link to this guide), and FAQs. We highly recommend that you explore the MyTechDesk website and share it with your friends and associates.

The image shows a screenshot of the MyTechDesk website home page. The main content area includes a header with the title "An Easy, Affordable, Web-based Workorder Management Solution" and a sub-header "MyTechDesk is FREE for California Schools!". Below this is a list of features under the heading "New features have been added to MyTechDesk." and a "MyTechDesk Overview" section with a bulleted list of features. At the bottom, there are navigation links for "MyTechDesk Products" and "MyTechDesk Demo Center".

Overlaid on the right side of the page is a "Login Screen" with two sections: "Staff Login" and "Requestor Login". The "Staff Login" section includes fields for "Groupname", "Username", and "Password", along with "Login" and "Cancel" buttons and a checked checkbox for "Save group and username". The "Requestor Login" section includes fields for "Groupname", "Username", and "Password", along with "Login" and "Cancel" buttons and an unchecked checkbox for "Save group and username".

Numbered callouts (1, 2, 3, 4) point to specific elements: 1 points to the Staff Login fields, 2 points to the Requestor Login fields, 3 points to the "Password Request" link, and 4 points to the "Group Directory" link.

Figure 1: MyTechDesk website home page

The numbered items in Figure 1 are described in detail below.

1. Staff may log in from this page by entering their groupname, username, and password. As an alternative to logging in from the MyTechDesk website, staff may log in at the Login page shown in Figure 2.

- Requestors may log in from this page by entering their groupname, username, and password. Check the “Remember groupname and username” box to save login information (requires browser set to allow cookies). As an alternative to logging in from the MyTechDesk website, requestors may log in at the Login page shown in Figure 2.

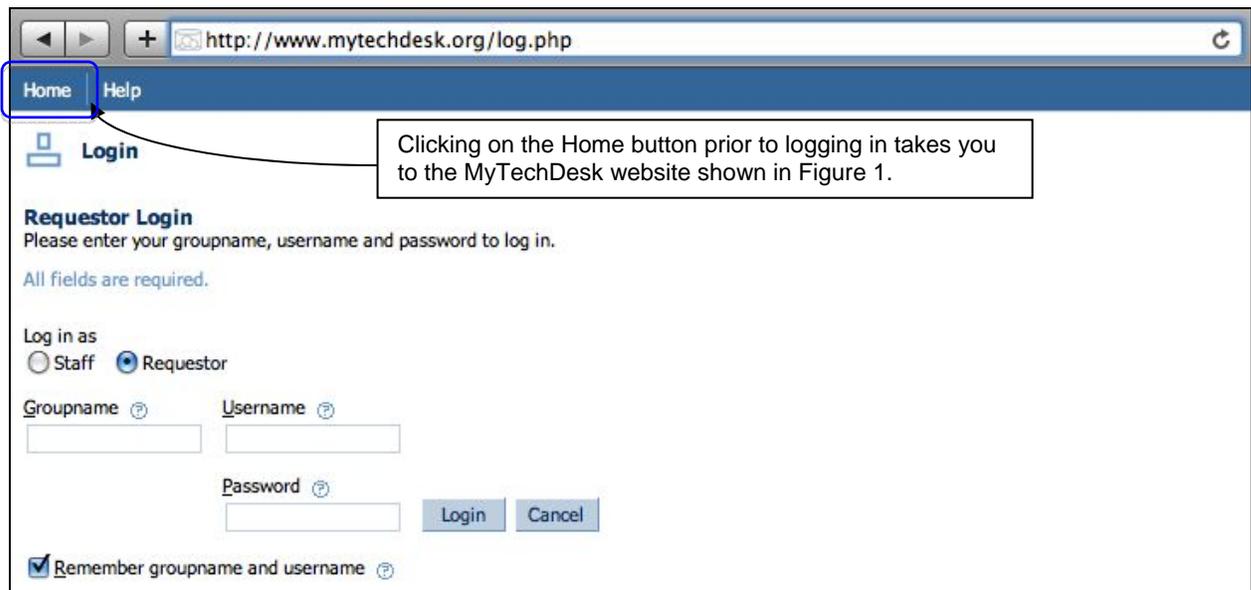


Figure 2: Login page

- Clicking on **Password Request** takes you to the Password Request page shown in Figure 3. Here a requestor with an existing account may request a new password by entering their groupname and username. The system automatically resets their old password to an 8-digit alphanumeric text string and emails it to them. Users should reset this password upon login.

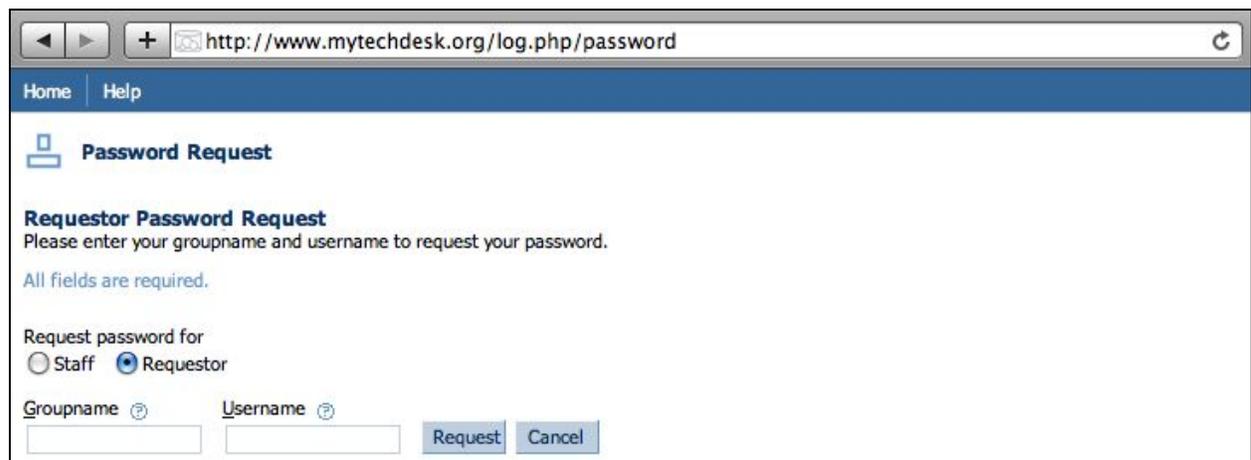


Figure 3: Password Request (Reset) page

- Clicking on **Group Directory** takes you to a list of organizations whose managers have opted to allow end-user ticket submission, as shown in Figure 4. The group directory does not list all organizations using the MyTechDesk system – it lists *only those organizations that have opted to allow requestors to create tickets*. If your organization does not appear on the group directory list then your group manager has not opted to allow end-users to create tickets. Note: There are two search-by modes in the Group Directory – “Organization Name” and “Groupname.” Be sure you are searching for your group by “Organization Name”.

The screenshot shows a web browser window with the URL <http://www.mytechdesk.org/dir.php>. The page title is "Group Directory" under the "MyTechDesk™" logo. A callout box with an arrow pointing to the search window contains the text: "The list of published groups is quite large (400 at last count) so use this search window to locate your group." The search window is titled "Find group" and includes a text input field, a dropdown menu labeled "Organization Name", and "Find" and "Reset" buttons. Below the search window is a table of organizations with columns for "Organization" and "Groupname".

Find group

Organization Name [v] Find Reset

Page 1 of 20
 Previous First 1 2 3 4 5 6 7 8 9 10 Next Last

Organization	Groupname
ABC Unified School District	abcusd
Access, Division of OCDE	access
Acton-Agua Dulce School District	aadusd
Adelanto School District	aesd
Agape	agape
Alameda Unified School District	ausd
Alhambra Unified School District	alhambra
Alisal Union School District	alisal

Figure 4: Group Directory page

Section 1: Creating a Requestor Account

Requestor accounts are created in two ways: a) by the group manager, or if the group manager allows, b) by the end user. If your group manager allows requestors to create their own account (i.e. if the group manager opts to allow end-user submission of tickets), carry out the following procedure. If your group manager does not allow requestors to create their own account (i.e. if the group manager opts not to allow end-user submission of tickets), you will need to contact your group manager and ask for an account.

1. From the MyTechDesk website (www.mytechdesk.org), click on the Group Directory link. This will take you to the list of organizations that are using the end-user ticket submission feature of MyTechDesk as shown in Figure 4.
2. Find your organization in the list and, if found, click on it. Note: If your organization is not listed, this means that your group manager does not allow requestors to create their own accounts. In this case, contact your group manager (you may need to contact your technical support department to obtain the name of your MyTechDesk group manager).
3. Be sure that this is your group by reviewing the group profile. If it is your group, click on the **My Group** button. This will take you to the group password page.
4. Enter the group password (you will need to contact your technical support department to obtain the group password). This will take you to the enter email address page.
5. Enter the email address that you want to be associated with your requestor account and then click the Submit button. This will take you to the New Requestor page as shown in Figure 5. Note: If the email address you enter matches that of an existing requestor record, you will be sent to a different page titled "Verify Requestor." If this happens it indicates that you already have a requestor account.
6. Enter your first and last name and telephone number with extension if applicable. Note: your email address will already be populated in the address field but may be changed if needed.

Home Help MyTechDesk Login

Requestor Profile

Clicking on the Home button after selecting your group but prior to logging in takes you to the Pre Login Requestor Home page shown in Figure 7.

New Requestor
The e-mail address you have entered does not match any existing requestors. Please complete the requestor form and click on submit to continue.
Bold labels denote required fields.

Group
ICOE_TST (icoe_tst)

First Name

Last Name

E-mail Address

Telephone Number Ext.
 |

Your email address will already be populated in the address field but may be changed if needed.

Figure 5: New Requestor Page

After clicking on the Submit button you will be taken to the Create Login page as shown below. This page is where you set your password. This password is not visible to anyone (not even you) so be sure to memorize it or keep it in a secure location. Notes on passwords: Prior to logging in you may reset your password, and after logging in you may change your password, but there are no pages that will show your current password.

Home | Help | MyTechDesk | Login

Create Login

Create Login
In order to enable your requestor account, you need to assign a username and password.

All fields are required.

Groupname

Username

Password

Username requirements: Must begin with a letter, be no longer than sixteen (16) characters, contain only lowercase letters (a-z), numbers (0-9), or the underscore (_), and contain no spaces.

Password requirements: Must be at least five (5) characters long and no longer than sixteen (16), may contain numbers (0-9) and upper and lowercase letters (A-Z, a-z), and contain no spaces.

Figure 6: Create Login Page

There are two separate cases where you will be sent to the Create Login page: a) after submitting the New Requestor form (Figure 5), and b) when your group manager creates your requestor account for you, but you have not yet created your requestor username and password. In either case, complete the Create Login form and click Continue. Once you select the Continue button you will be logged into the system and sent to the Requestor Home page.

Section 2: The MyTechDesk Requestor User interface

Requestor Home

Prior to logging into the system but after selecting your group from the group directory, clicking on the Home button will take you to the **Pre Login Requestor Home** page shown in Figure 7. Here you will be able to go to the Login page, the Group Directory page, or be redirected out of the system and back to the MyTechDesk website home page. It is recommended that you bookmark this page and use it as your point of entry into the requestor system.



Figure 7: Pre Login Requestor Home

After logging in as requestor the system takes you to the **Post Login Requestor Home** page. Here you will see a list of your assigned tickets, a link to all unassigned tickets, statistics on your tickets completed, a reminder of the date and time of your last session, a list of your unread messages, and links to your stored files, contacts, and bookmarks. All line items in the assigned tickets list are linked to the ticket record, and all line items in the message list are linked to the message record. A typical requestor home page is shown in Figure 8.

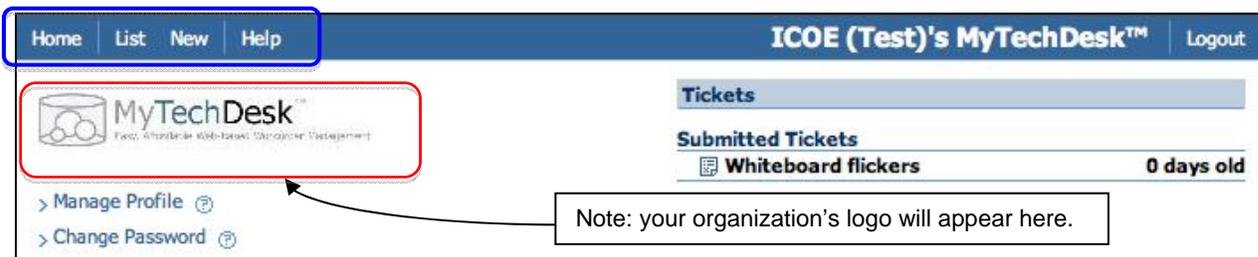


Figure 8: Pre Login Requestor home page

The menu bar across the top (framed in blue outline) provides the following links:

- Home – the Requestor home page (Figure 7)
- List – a detailed list of all tickets in the system, filtered as you specify (Figure 8)
- New – the create new ticket page (Figure 9)
- Help – on-line help files including this user guide (Figure 10)

List

The **Ticket List** page is shown in Figure 9. This page lists all tickets that have been created by you, filtered by status (all uncompleted, not started, in progress, completed, deferred).

Home **List** New Help ICOE (Test)'s MyTechDesk™ Logout

Ticket List

Filtering Options Status: All Uncompleted Reset

Status filter includes the following: all uncompleted, not started, in progress, completed, and deferred.

Page 1 of 1
 Previous First 1 Next Last

Ticket No. ▾	Subject	Date Added	Due Date
1244357245	Can't connect to YouTube	06/06/2009	
1244155921	Whiteboard flickers	06/04/2009	

Items listed: 2

Figure 9: Ticket List page

Click on a ticket to view the status of the issue or post a follow-up message as described in the following section.

Ticket Follow-Up

The **Ticket Follow-Up** page is shown in Figure 10. This page is where you as a requestor may update an existing ticket with additional information that might help the assigned staff resolve the associated issue. In a well-run service organization, as the assigned staff of a particular ticket carries out activities towards its resolution he or she continually updates the ticket to reflect tasks carried out. There may be cases where an exchange of information needs to take place between the requestor and the staff member in order to resolve the problem (for example the staff tries a solution and asks the requestor if that helped, and so on). Ticket follow-up is one way that this conversation can take place. Of course, when the issue is resolved, the ticket status is set to Complete, the ticket is closed, and notification is emailed to the requestor (see below for sample notification message).

The screenshot shows the 'Ticket Follow-Up' page for ticket number 1244357245. The page includes a navigation bar with 'Home', 'List', 'New', and 'Help' buttons, and a 'Logout' link. The ticket details are as follows:

- Ticket No.:** 1244357245
- Subject:** Can't connect to YouTube
- Category:** Networking
- Importance:** Medium
- Due Date:** 06/12/2009 08:00:00
- Description:** Can't connect to YouTube

Key features and callouts include:

- A callout box stating: "There are two things you can do on this page: 1. Cancel the ticket or 2. Enter some follow-up text." pointing to the "> Cancel this ticket" button.
- Another callout: "See note in text regarding cancelling tickets." also pointing to the cancel button.
- A text area for follow-up with the instruction: "Type your follow-up text here." and a "Submit" button below it.
- A callout: "This drag handle may be used to expand the window if more room is needed." pointing to a small square icon in the bottom right corner of the follow-up text area.
- The "Follow-up History" section shows a single entry:

Date	Follow-up
6/6/2009 - 11:55 PM	Thank you for attending to this issue but I still can't seem to connect to YouTube. Is this site being blocked by the district?
- The "Notification History" section states: "No ticket notification messages have been added to this item."
- The "Response History" section shows a response from staff:

Staff	Response
Cris Rodriguez	Problem seems to be router configuration in MDF1. Will look into this and get back to you. Feel free to follow up with additional info.
- Callouts explain that "Histories are a new feature in MyTechDesk. See Section 2 for information on histories." and that "Notifications are sent to the requestor only upon completion of a ticket. However, a series of notification messages can build up here if a ticket is re-opened and completed multiple times."

Figure 10: Ticket Follow-Up page

Note regarding cancelling tickets: Because cancelling tickets removes them from the system you should discuss the policy of ticket cancellation with your group manager or support staff. In some organizations there may be a policy of allowing cancellation of tickets only in certain circumstance.

In some cases it may be necessary for you as the requestor to follow up even after a ticket has been closed, as for example in a case where the issue was not resolved to your satisfaction. To do this, locate the ticket in your list and post your follow-up (be sure to set the list filtering options to "Completed"). The assigned staff will receive notification of your follow-up and can re-open the ticket if necessary. If the ticket is re-opened, the status will revert to In-Progress and show in the ticket list as something other than Complete (Not Started, In Progress, or Deferred).

Ticket notification

When a ticket is closed, notification is emailed to the requestor. Below is a sample message.

=====
NOTICE:

The sender's e-mail address 'tdesk-noreply@mytechdesk.org' is from an unattended account. Please use the contact information provided below for additional support.

=====
Requestor Name:

Ticket No. 1244357245 has been completed. The following information is a summary of the work that was performed:

Can't connect to YouTube

Ticket No. 1244357245

Category: Networking

Priority: Medium

Status: Completed

Date Added: 06/06/2009 23:54:01

Date Due: 06/12/2009 08:00:00

Date Completed: 06/07/2009 12:06:14

Total Time: 15.00 minutes

Description:

Can't connect to YouTube

Message:

Based on your response, this problem has been resolved.

Responses:

=====
06/07/2009 - 12:13 PM

I made adjustments to the router. Please let me know if this resolved the problem.

=====
06/07/2009 - 11:51 AM

Problem seems to be router configuration in MDF1. Will look into this and get back to you. Feel free to follow up with additional info.

=====
For additional technical support, please contact:

ICOE (Test)

New

The New Ticket page is shown in Figure 11. Whenever this page is filled out and saved, a new record is created in the system and a unique record number (the ticket ID number) is auto-generated. The new ticket cannot be saved until data is selected or entered in the following fields:

- Subject (a short text string describing the issue)
- Category (select from a customizable list of categories)
- Description (an unlimited text string describing the issue in detail)

Figure 11: New Ticket page

Note that because a requestor has created this ticket the Primary Location is automatically set to the primary location of the requestor. The new ticket page also allows the following additional data to be entered by the requestor during ticket creation. These fields may all be edited later by either the group manager or assigned staff:

- Alternate Location (select from customizable list of alternate requestor locations)
- Importance (select from Low, Medium, or High with Medium as default)
- Date Due (date by when resolution is required)
- Custom Fields (a short text string or select from a customizable list)

Note the two custom fields in Figure 11 (“Serial or Service Tag No.” and “Chargeback Account No.”). These will be different (or non-existent) in your New Ticket page because the group manager customizes these fields for the specific requirements of your group. Depending on the types of custom fields that your group manager sets up, these fields may accept text strings or options selected from a drop-down list.

Note that the field labeled **Importance** allows you to specify the importance that resolving this issue has to you. The options are low, medium, and high. The Importance is not the same as the Priority that is assigned by staff during ticket management. Requestors cannot set (or even see) the priority that technical staff assigns to their issue. As a matter of practice, staff will most likely use the importance that you attach to the issue as only one factor in assigning the priority of resolution. You may want to describe any urgency issues in the Description field in order to convey more information about the importance of your problem.

Help

Clicking on the **Help** menu item takes you to the page shown in Figure 12. The Help page provides links to two sources of support. Clicking on the MyTechDesk User Guide causes a download of the MyTechDesk User Guide as an Adobe Acrobat document. Clicking on the

MyTechDesk Support link takes you to the requestor login page for the MyTechDesk Support Group. For instructions on logging in to the MyTechDesk support group see Section 4: Additional MyTechDesk Resources.

The screenshot shows the 'Help' page of 'ICOE (Test)'s MyTechDesk™. The page has a blue header with navigation links: Home, List, New, and Help (which is highlighted with a blue box). A 'Logout' link is in the top right. Below the header, there is a 'Help' section with a question mark icon. The text says 'MyTechDesk documentation is available below as an Adobe Acrobat document.' There are three main sections: 'MyTechDesk User Guide' with links to 'MyTechDesk Blog', 'MyTechDesk User Guide (online)', and 'MyTechDesk User Guide (3.56 MB)'; 'Terms of Service' with a link to 'MyTechDesk License Conditions and Terms of Service'; and 'Customer Support' with a link to 'MyTechDesk Support'. The 'Customer Support' link is highlighted with a red box. Below these sections, there is a note: 'To receive support or provide feedback on MyTechDesk, please log into our support group.' and the group password: 'mytechdesk'. Three callout boxes with arrows point to specific links: one points to the 'MyTechDesk User Guide (online)' and '(3.56 MB)' links, another points to the 'MyTechDesk Support' link, and a third points to the 'MyTechDesk License Conditions and Terms of Service' link.

Home List New **Help** **ICOE (Test)'s MyTechDesk™** Logout

Help
MyTechDesk documentation is available below as an Adobe Acrobat document.

MyTechDesk User Guide
> MyTechDesk Blog
> MyTechDesk User Guide (online)
> MyTechDesk User Guide (3.56 MB)

Terms of Service
> MyTechDesk License Conditions and Terms of Service

Customer Support
> MyTechDesk Support

To receive support or provide feedback on MyTechDesk, please log into our support group.

Group password: **mytechdesk**

These are links to the user guide you are reading right now

This link takes you to the internal group set up by ICOE specifically to support MyTechDesk users.

Figure 12: Help Page

Section 3: Frequently Asked Questions (Requestor)

Note: If you don't see your question here, submit your own by logging into the MyTechDesk Support group and posting your question. For instructions on logging into the MyTechDesk Support group see Section 4: Additional MyTechDesk Resources.

Q: What are the requirements for username syntax?

A: Username must begin with a letter, be no longer than sixteen (16) characters, contain only lowercase letters (a-z), numbers (0-9), or the underscore (_), and contain no spaces.

Q: What are the requirements for password syntax?

A: Password must be at least five (5) characters long and no longer than sixteen (16), may contain numbers (0-9) and upper and lowercase letters (A-Z, a-z), and contain no spaces.

Q: I received notification that my ticket was completed but I am not satisfied. What should I do?

A: Locate the ticket in your list and post a follow-up. The assigned staff will receive notification of your follow-up and can re-open the ticket if necessary.

Q: Why isn't my closed ticket showing up in my ticket list?

A: By default, your ticket list is filtered to show only uncompleted tickets. In the drop-down menu select "All" or "Completed."

Q: I am trying to log in but forgot my organization's groupname. How can I determine the groupname of my organization?

A: If your organization appears on the Group Directory you may obtain the groupname from there; if not, contact your group manager for this information.

Q: I know my group is published, but a search for it returns "no organizations found." What should I do?

A: There are two search-by modes in the Group Directory – "Organization Name" and "Groupname." Be sure you are searching by the correct mode for your search term.

Q: I am a requestor and I forgot my group password. What should I do?

A: Call your group manager or staff to obtain your group password.

Q: I have just submitted an urgent issue. I assigned "high" importance to my ticket. How do I know that the technical support staff will make my ticket high priority?

A: Requestors set the importance of an issue but staff sets the priority. As a matter of practice, staff will most likely use the importance that you attach to the issue as only one factor in assigning the priority. You may want to describe any urgency issues in the Description field in order to convey more information about the importance of your problem.

Q: Can I see the priority that technical staff has assigned to my ticket?

A: No. However, when the ticket is marked as complete by staff and if notification is sent to you, the Priority will be listed.

Q: I'm a teacher in Room 101 but the problem I am reporting is in a computer lab. How can I let staff know that the issue is with equipment that is not located in my room?

A: Use the Alternate Location field in the ticket record to report an issue at any location other than your primary location (the location set up in your requestor account).

Q: I'm a teacher in Room 101 and I am reporting is in a computer lab, but the computer lab is not in the list of alternate locations. What should I do?

A: Only staff can create locations, so you will need to specify the location of the issue in the Description field. The assigned staff may opt to update the locations to include the new location and re-set the alternate location data in the ticket.

Q: Who creates my requestor username and password, the group manager or me?

A: Either you or your group manager can create your username and password.

Q: Once I create my requestor username or email address may I change them?

A: Your username may not be changed but your password may. Log in as requestor and click on the

Change Password link.

Q: Why are usernames not editable?

A: Usernames are used by the system as key fields. Once a record has been created that contains a username in a field, key field data cannot be changed without violating database integrity.

Q: My email address (or name) has changed. What should I do?

A: Log into your home page and go to Manage Profile to change your email address (or name).

Q: How do I change my password?

A: Log in and from your home page click on the Change Password link.

Q: Can I see my password?

A: There is no way for either you or the group manager to see your current password.

Q: I am a requestor and I remember my password but forgot my username. What should I do?

A: From the MyTechDesk website home page, locate your group and click the "My Group" button. Enter your group password and your email address. This will take you to the "Verify Requestor" page that will contain your personal information including your username.

Q: Is there a way to avoid having to re-enter my group and username each time I log in?

A: Yes. Put a check in the box at the bottom of the login page to save your group and username as a cookie.

Q: Once a ticket number has been created, can it be changed?

A: No. The ticket number is used by the system in the same way as a record ID number is used in any database. Ticket numbers are auto-generated by the system and cannot be edited.

Q: Which browsers do you recommend?

A: We recommend Internet Explorer 8, Firefox 3, Safari 3.

Section 4: Additional MyTechDesk Resources

MyTechDesk provides three support resources besides this user guide: 1) a set of tutorials, 2) a MyTechDesk blog dedicated to MyTechDesk, and 3) the MyTechDesk Support group, which is a group that uses the system itself as a MyTechDesk help desk. Each of these resources will be described below.

Requestor Tutorials

A series of Adobe Flash tutorials are were produced by TechSETS cadre member Burt Lo and posted at <http://www.mytechdesk.org/product/tutorials.php>. This includes the following topics:

- Create a Requestor Account (Video, 2 minutes)
- Submit a Technical Support Request Ticket (Video, 2 minutes)
- Check the Status of a Technical Support Request Ticket (Video, 2 minutes)
- Change Profile Information or Password (Video, 2 minutes)

MyTechDesk blog

A MyTechDesk blog has been set up at <http://www.k12hsn.org/calaxy/blogs.php/mytechdesk>. These blogs are intended to act as discussion forums for MyTechDesk, so please add a comment and receive a reply. Currently this blog contains 12 blogs that give expanded guidance on the following topics. Although most of these topics are primarily of interest to group managers and staff, many are also relevant to requestors.

- Searching tickets/responses
- Alternate location
- Reset your password
- Improved ticket notifications
- Adding a custom field to the requestor interface
- Improved Custom Fields
- Auto-filtering based on categories and locations
- Ticket Follow-Up
- Requestor Ticket History
- Location, Location, Location
- Ticket Cancellation
- Ticket To-Do Lists

MyTechDesk Support group

Imperial County Office of Education (ICOE) has created a MyTechDesk Support group to be the clearinghouse for all MyTechDesk related support issues. To obtain support of any kind you may log into this group and post your question or comment.

Unless you are an ICOE support staff member, you will be logging into the MyTechDesk Support group as a requestor. Follow this procedure to log in:

If you do not yet have an account in the group:

1. From the MyTechDesk home page, click on the Help menu item.
2. Click on the MyTechDesk Support link.
3. Enter the group password as follows: mytechdesk
4. Enter the email address that you want to be associated with your requestor account and then click the Submit button. This will take you to the New Requestor page where you can create your account. For more information on creating requestor accounts, user guide for Requestors is provided as a separate document

If you already have an account in the group:

1. From the MyTechDesk home page, click on the Help menu item.
2. Click on the MyTechDesk Support link.
3. Enter the group password as follows: mytechdesk
4. Enter the email address associated with your requestor account and then click the Submit button. This will take you to the Verify Requestor page where you can verify your identity.

Once logged into the group, create a ticket using the appropriate category to indicate the type of support you are requesting (at this time categories are: Bug/Error Report, Feature Request, Feedback/Comments, and Miscellaneous). For more information on creating a ticket as requestor, user guide for Requestors is provided as a separate document.

ICOE support staff will manage the MyTechDesk Support group and create appropriate responses to your issue. You will receive email notification of resolutions as they are posted to the system. You may log in at any time and view the status of your support issue.

ICOE is dedicated to continual improvement of MyTechDesk. We invite you to become a member of the MyTechDesk Support group and post your feedback.