

## Directions for Lake Fenton Community Schools Online Help Desk for Technology Issues

1. To access the online help desk, open your Internet browser by selecting the “**Internet explorer icon**” (see below) on your desktop.



2. Then, go to the Lake Fenton Community Schools homepage located at either <http://www.lake-fenton.k12.mi.us> or <http://lfcs-mail/>
3. Once you arrive at the homepage, scroll to the bottom and select the “**teal green and white question mark**” icon (see below).

A screenshot of the Lake Fenton Community School News homepage. The page has a dark blue sidebar on the left with links for 'Staff Directory' and 'Staff Websites'. The main content area is white with a blue header 'Lake Fenton Community School News'. Below the header is a list of news items, including dates and links for important dates and a strategic planning survey. At the bottom of the page, there is a row of logos for MyEDP, Remote Email Access, Easy IEP, GenNET Programming, Michigan Education, and FLINT. A black arrow points to a teal question mark icon on the far right of this row.

4. Next, for the *first time only*, you will need to start with #5 below. For all others, please skip to #7 below.
5. Remember, this is for the first time only. Select “**New User**” (see below).

A screenshot of the Lake Fenton Community Schools Help Desk login page. The page has a blue header with the text 'Lake Fenton Community Schools Help Desk'. Below the header is a 'Logon' section with two input fields for 'User Name:' and 'Password:'. A 'Logon' button is located below the fields. At the bottom of the login section, there are two links: 'New User' and 'E-mail My Password'. A black arrow points to the 'New User' link. At the bottom of the page, there is a footer with the text 'Liberum Help Desk, Co (C) 2001 Doug Luxem. Please view the license.'

6. Please complete the registration information as shown below and select “**Submit**” at the bottom. **IMPORTANT:** You must use the same User Name that you use for network/email purposes, but **do not** include the @lake-fenton.k12.mi.us. The Help Desk user name will never change. Also, this password will **NOT** change. So, whenever you make changes to the network/email password, realize that this password will NOT change. *It is suggested that you use a similar password or a variation.* For example, if you use “Johnny2” for email/network password then you may wish to use just “Johnny” for the Help Desk system.

**Registration  
for new users**

**Register**

User Name:  \*

First Name:  \*

Last Name:  \*

E-Mail Address:  \*

Phone Number:  \*

Home Phone:

Mobile Phone:

Room:  \*

School:  ▼

Language:  ▼

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Password:  \*

Confirm Password:  \*

\* = Required

(Continued from #4)

7. After you have successfully logged in, select “**Submit New Problem**” to initiate the process. **NOTE:** You can also revisit this page to “**View Problem List**” to check the status of your concern and “**Search the Knowledge Base**” once it is populated with useful tips for problem solving.

User Name: kconover      Normal User logged in  
 Most Recent: mouse still broken

**Lake Fenton Community Schools**

**Help Desk**

[Submit New Problem](#)

[View Problem List](#)

**Knowledge Base**

[Search the Knowledge Base](#)

**Other**

[In/Out Board](#)

[Edit Information](#)

[Menu](#) | [In/Out Board](#) | [Log Off](#)

8. Please fill in all required fields (\*) below and be as specific as possible in reporting your technical concern. See #9 for directions about the “Category” section.

\* - Required

### Submit A New Problem

Contact Information	Problem Classification
<b>User Name:</b> kconover	<b>School:</b> Administrative Office *
<b>E-Mail:</b> <input type="text" value="kconover@lake-fenton.l"/> *	<b>Category:</b> Hardware *
<b>Room:</b> <input type="text" value="Lake Fenton Comm Sch"/> *	
<b>Phone:</b> <input type="text" value="810-591-2569"/> *	

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**Problem Information:**

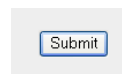
**Title: \***

**Description: \***

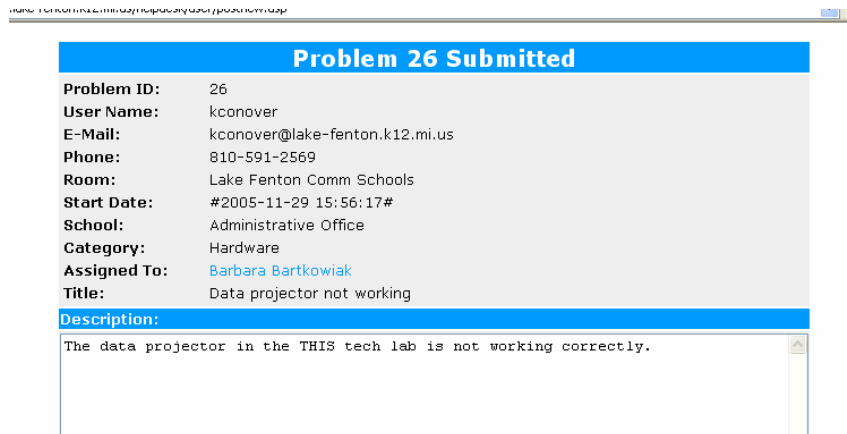
9. Most of the Categories (see below) are self explanatory. Please make sure to select the correct building abbreviation that follows the category listing from the Category Dropdown menu. For example, a computer problem is noted with the abbreviation for the building (i.e Computer HS). It is imperative that you designate the building because the proper building technology support person will receive notification upon this selection.

<p><b>TIPS:</b></p> <p>The “<b>Network / Internet</b>” drop down would be for problems connecting to the network or Internet, to have a new user account created, to have an account disabled, or for submitting inappropriate sites that need to be blocked.</p> <p>The “<b>Other Equipment</b>” drop down is for such things as projectors, TVs, CPS’s, Smart Carts, Smart Boards, digital cameras etc.</p>	<p style="text-align: right;">* - Required</p> <div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="text-align: center; background-color: #0070c0; color: white; margin: 0;">Submit A New Problem</h3> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">Problem Classification</th> </tr> </thead> <tbody> <tr> <td><b>School:</b></td> <td>Administrative Office *</td> </tr> <tr> <td><b>Category:</b></td> <td>Select Category *</td> </tr> </tbody> </table> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>Select Category</p> <p>Computer Admin</p> <p>Computer HS</p> <p>Computer MS</p> <p>Computer TH</p> <p>Computer WS</p> <p>Network / Internet</p> <p>Other Equipment</p> <p>Password Change</p> <p>Phone</p> <p>Printer Admin</p> <p>Printer HS</p> <p>Printer MS</p> <p>Printer TH</p> <p>Printer WS</p> <p>Software</p> </div> </div>	Problem Classification		<b>School:</b>	Administrative Office *	<b>Category:</b>	Select Category *
Problem Classification							
<b>School:</b>	Administrative Office *						
<b>Category:</b>	Select Category *						

10. Select the “**Submit**” button when you are done.



11. On the screen below you will see who is assigned to your work ticket and will receive email verification within minutes of submitting. Please do not respond to the email message, simply delete it or select the URL (website address) and paste it into your browser.



Problem 26 Submitted	
<b>Problem ID:</b>	26
<b>User Name:</b>	kconover
<b>E-Mail:</b>	kconover@lake-fenton.k12.mi.us
<b>Phone:</b>	810-591-2569
<b>Room:</b>	Lake Fenton Comm Schools
<b>Start Date:</b>	#2005-11-29 15:56:17#
<b>School:</b>	Administrative Office
<b>Category:</b>	Hardware
<b>Assigned To:</b>	Barbara Bartkowiak
<b>Title:</b>	Data projector not working
<b>Description:</b>	
The data projector in the THIS tech lab is not working correctly.	

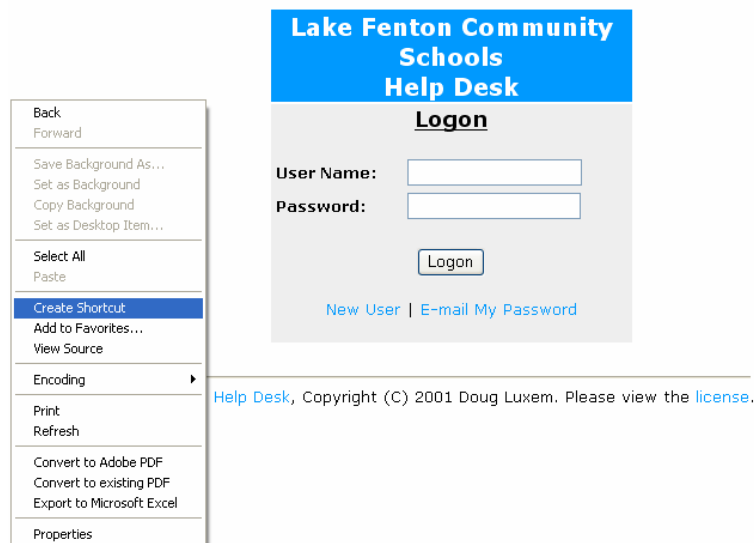
### Additional Information

#### Adding an Icon to your desktop

You may find it useful to create an icon on your desktop that goes directly to the Help Desk online site.

Directions are below:

1. Follow directions 1-3 from this handout.
2. Once you see the screen below, use your mouse to right click anywhere on that screen. Select CREATE SHORTCUT from the window.
3. You will then select OK on the next window stating that a shortcut will be placed on your desktop.



Back

Forward

---

Save Background As...

Set as Background

Copy Background

Set as Desktop Item...

---

Select All

Paste

---

**Create Shortcut**

Add to Favorites...

View Source

---

Encoding

---

Print

Refresh

---

Convert to Adobe PDF

Convert to existing PDF

Export to Microsoft Excel

---

Properties

**Lake Fenton Community Schools Help Desk**

**Logon**

**User Name:**

**Password:**

[New User](#) | [E-mail My Password](#)

Help Desk, Copyright (C) 2001 Doug Luxem. Please view the [license](#).

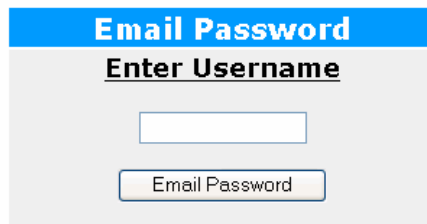
## Forgot Your Password?

If you forget your password go to the logon screen (see below) and select “**E-mail My Password**”. On the next screen Enter your Username and select “**E-mail Password**” and it will be sent to your Outlook e-mail.



The screenshot shows the 'Lake Fenton Community Schools Help Desk' logon interface. It features a blue header with the text 'Lake Fenton Community Schools Help Desk'. Below the header, the word 'Logon' is centered. There are two input fields: 'User Name:' and 'Password:'. A 'Logon' button is positioned below the password field. At the bottom of the form, there are two links: 'New User' and 'E-mail My Password'.

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The screenshot shows the 'Email Password Enter Username' screen. It has a blue header with the text 'Email Password' and 'Enter Username' below it. There is a single input field for the username. Below the input field is an 'Email Password' button.

Desk, Copyright (C) 2001 Doug Luxem. Please vie

## Helpful Suggestions

1. Please remember all communications regarding your technology concerns should be done by selecting URL from the email verification. Please avoid sending individual email requests or concerns to the building technology representatives.
2. Don't forget to logoff.
3. Your building technology support person will assign the priority of your problem according to the chart below:
  - a. HIGH – 1 day turn around time
  - b. MEDIUM – 1-2 day turn around time
  - c. LOW – 3-5 day turn around time

## Additional Instructions for the Help Desk Reps

It is very important as a rep to keep the users informed as to the status of their problem. All communication should be done through the Help Desk and not email. When an email is received from the Help Desk please click on the URL as soon as possible and update the screen (Figure #1) below. In the **Status** Dropdown set the Status (Figure #2) below. In the **Priority** Dropdown set the Priority (Figure #3) below. If you need to reassign the problem, do so in the **Assign To** Dropdown (Figure #4). If you want you can enter a response that will be sent to the user, do so in the **Enter Additional Notes** section (Figure #1) below. Then select **Save Problem**. Once it's saved an email will go to the originator of the problem and to the assigned rep if it has been reassigned. Don't forget to **Log Off**. Thanks for all you do! Let us know if we can make improvements to this process.

\* = Required | [Printer Friendly](#)

### Edit Problem 38

<b>Contact Information</b> <b>User Name:</b> bbartkow <b>E-Mail:</b> <input type="text" value="bbartkow@lake-fenton.l"/> * <b>School:</b> <input type="text" value="Administrative Office"/> * <b>Room:</b> <input type="text" value="Technology Office"/> * <b>Phone:</b> <input type="text" value="810-591-9407"/> * <b>Entered By:</b> bbartkow	<b>Classification</b> <b>Category:</b> <input type="text" value="Phone"/> * <b>Status:</b> <input type="text" value="OPEN"/> * <b>Priority:</b> <input type="text" value="LOW"/> * <b>Assign To:</b> <input type="text" value="bbartkow"/> * <b>Time Spent:</b> <input type="text" value="0"/> (minutes) <b>Start Date:</b> 12/1/2005 6:56:48 PM <b>Close Date:</b>
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**Problem Information:**  
**Title:\***  
  
**Description:**  

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**Notes:**  
No Available Notes  
**Enter Additional Notes:**  
  
 Hide From End User

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**Solution:**  
  
 Enter in Knowledge Base  
 Don't send email to user

[User Menu](#) | [Rep Menu](#) | [In/Out Board](#) | [Log Off](#)

**Figure 1#**

**Problem 38**

Classification

Category: Phone

Status: OPEN

Priority: OPEN

Assign To:

Time Spent: 0 (minutes)

Start Date: 12/1/2005 6:56:48 PM

Close Date:

Figure #2

**Problem 38**

Classification

Category: Phone

Status: OPEN

Priority: LOW

Assign To:

Time Spent: HIGH (minutes)

Start Date: 12/1/2005 6:56:48 PM

Close Date:

Figure #3

**Problem 38**

Classification

Category: Phone

Status: OPEN

Priority: LOW

Assign To: bbartkow

Time Spent: (minutes)

Start Date: 12/1/2005 6:56:48 PM

Close Date:

Figure #4

### Closing a Problem

Once you have completed taking care of the problem, update the screen above (Figure #1) by setting the **Status** as CLOSED (Figure #2) and enter the solution to the problem in the **Solution** section. Then select **Save Problem**. Once it's saved an email will go to the originator of the problem. Then **Log Off**.

### In/Out Board

The In/Out Board is a communication tool for the reps to know when someone is here or not. If you will be gone for a day or so make sure to use the **red pin** to show your status as out so another rep can cover your high priority problems for that day. When you return use the **green pin** to show you're back.

### Lake Fenton Community Schools In/Out Board

Search Clear Form Show All

First Name	Last Name	X	Phone	User Name	School
Barbara	Bartkowiak		810-591-9407	bbartkow	Administrative Office <a href="#">Edit</a>
Bill	Rae		810-591-2209	brae	Middle School
Elona	Gallagher		810-591-6542	egallagh	West Shore
Joanne	Dixon		810-591-9407	jdixon	High School
Kathleen	Conover		810-591-2569	kconover	Administrative Office
Lisa	Elder		810-591-6542	lelder	West Shore
Peggy	Fowler		810-591-3629	pfowler	Torrey Hill

7 records found.

= In = Out = Leave

Click on the status icon to change status or edit information

[User Menu](#) | [Rep Menu](#) | [In/Out Board](#) | [Log Off](#)