



GenNET Self-Service Helpdesk

QUICK GUIDE

LOG ON:

1. Go to [Self-Service Help Desk Homepage](http://support.geneseeisd.org/) (<http://support.geneseeisd.org/>)
2. Enter your Username and Password

CHANGING PASSWORD:

1. Log on to the Self Service Help Desk
2. Click on the **PERSONALIZE** link
3. Type the Current Password
4. Type the New Password
5. Confirm the New Password
6. Click **SAVE**
7. Click **CLOSE**

CREATE A NEW REQUEST:

1. Click the **NEW REQUEST** link
2. Select the **PRIORITY**
3. Select the **CATEGORY**
4. Select the **SUB CATEGORY**
5. Complete the **SUBJECT** box
6. Complete the **DESCRIPTION** box
8. Click **ATTACH FILE** to add a file (optional).
9. Click **ADD REQUEST**

CREATE A REQUEST FROM TEMPLATES:

1. Click **SELECT TEMPLATE** select the template.
2. Click **PRIORITY**
3. Complete the **DESCRIPTION** box
4. Click **ATTACH FILE** to add a file (optional).
5. Click **ADD REQUEST**

ADDING NOTES:

1. Click the **SUBJECT** hyperlink of the request you want to add additional information to.
2. Select the **ACTIONS** menu
3. Click **ADD NOTES**
4. Enter notes
5. Check the **E-MAIL THE TECHNICIAN** check box
6. Click **ADD NOTE**

PRINTING A REQUEST:

1. Click the **SUBJECT** of the Request
2. Select **ACTIONS**
3. Click Print Preview
4. Select **FILE**
5. Click **PRINT**
6. Select the **PRINTER**
7. Click **PRINT**

ADDING AN ATTACHMENT TO A REQUEST:

1. Click Attach File
2. Click **BROWSE**
3. Select the file
4. Click **OPEN**
5. Click Attach File

REMOVING AN ATTACHMENT:

Click the **REMOVE ATTACHMENT ICON**.

LOGOUT:

Click **LOG OUT**