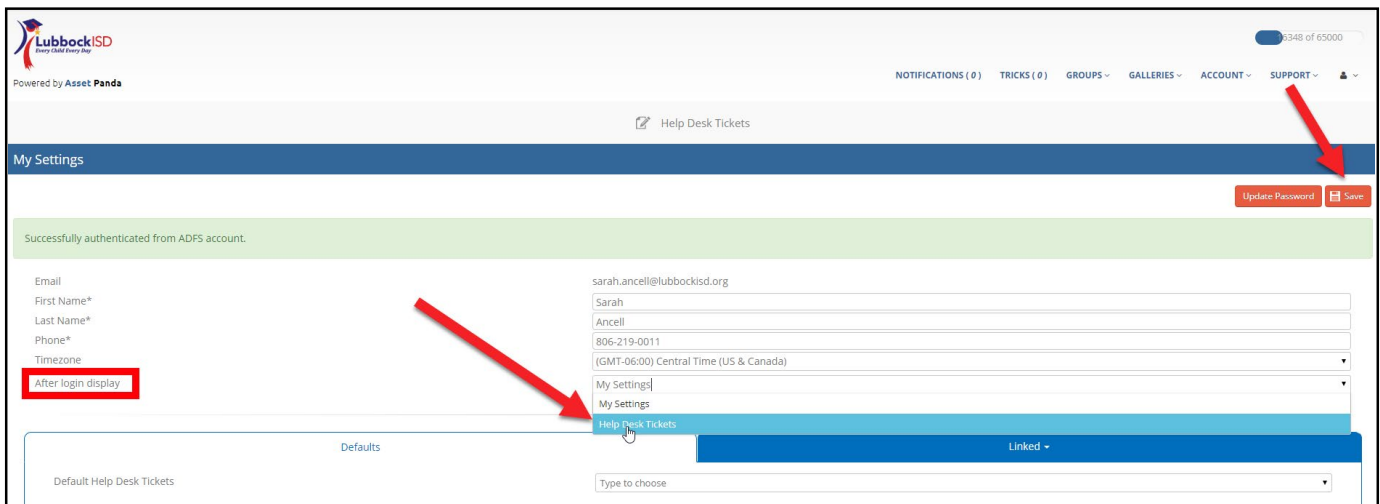


First Time Login – there are several ways to access the **new Help Desk**

- Open Chrome web browser
 - Click Managed Bookmarks (top left-hand side in Chrome web browser)
 - Select Help Desk
- Go to district website
 - Staff channel
 - Select Help Desk
- Go to Popular Links button – top, right-hand side of district and all campus websites
 - Select Help Desk

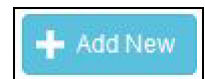
Sign in with Lubbock ISD credentials (may also auto-login)

1. On first login, please change the **After login display** from **My Settings** to **Help Desk Tickets**
2. Click on **Save** on the top right-hand of screen
3. On next login, the **Help Desk Tickets** screen will display



Submit Help Desk Ticket

1. Login to Help Desk
2. Click on **Help Desk Tickets** at the top of the page
3. Select **Add New** - blue button
4. Fill out form - **NOTE** - not all categories have a subcategory
5. Hover over **Save** and select **Save and Close**



What's Next?

A technician will help with the issue as soon as possible.

Questions?

Contact Amanda Short - Help Desk
Amanda.Short@LubbockISD.org
(806) 219-0159



Thank you for your continued support throughout these updates and changes. This new, improved system will provide even more information for technology staff to better serve the employees of Lubbock ISD.