## **How to Add a Response Note in Help Desk**



Techs will often respond to Help Desk requests in the Help Desk ticket. Many times a response from the user is requested also. Responding through email won't work, as it doesn't direct that email to any tech.

When you need to respond to a Help Desk ticket please do so in Help Desk online.

- 1) Open **Help Desk.** www.lakes.k12.in.us/helpdesk
- Sign in with your username and password (It's the same as what you use to sign into any school computer.)

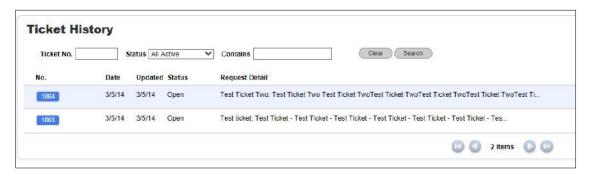


3) Click on **History** *Located at the top of the screen* 



4) At list of your currently open tickets will appear.

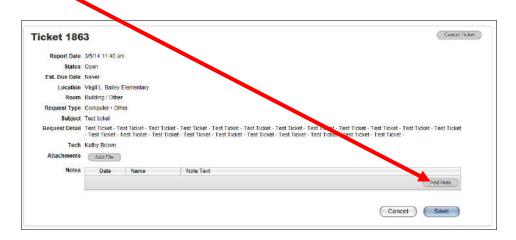
Click on the **ticket number** (in blue) that you'd like to make a new note / response.



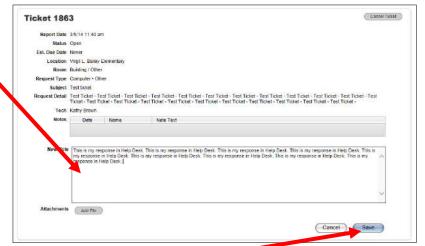
## How to add a response note in Help Desk continued...



5) The ticket will open. This is where you'll add a note. Click **Add Note** 



6) **Type your new note** in the box.



## 7) Click Save

Note: You can also add a file on this screen (click Add File) if you have a document that is related to your Ticket that you want the tech department to see.

## 8) Log Out

Help Desk with send you and the tech assigned to your ticket an email showing a new note has been added to your ticket.