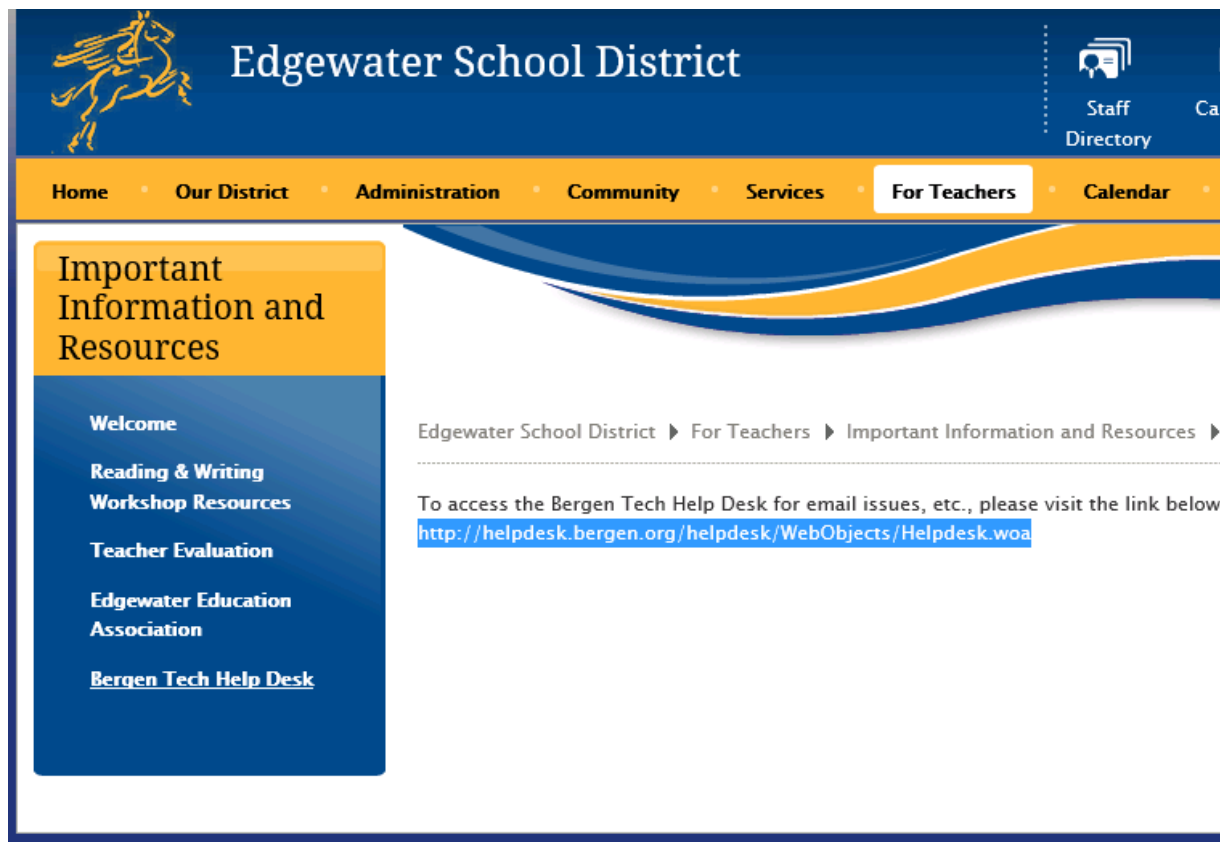
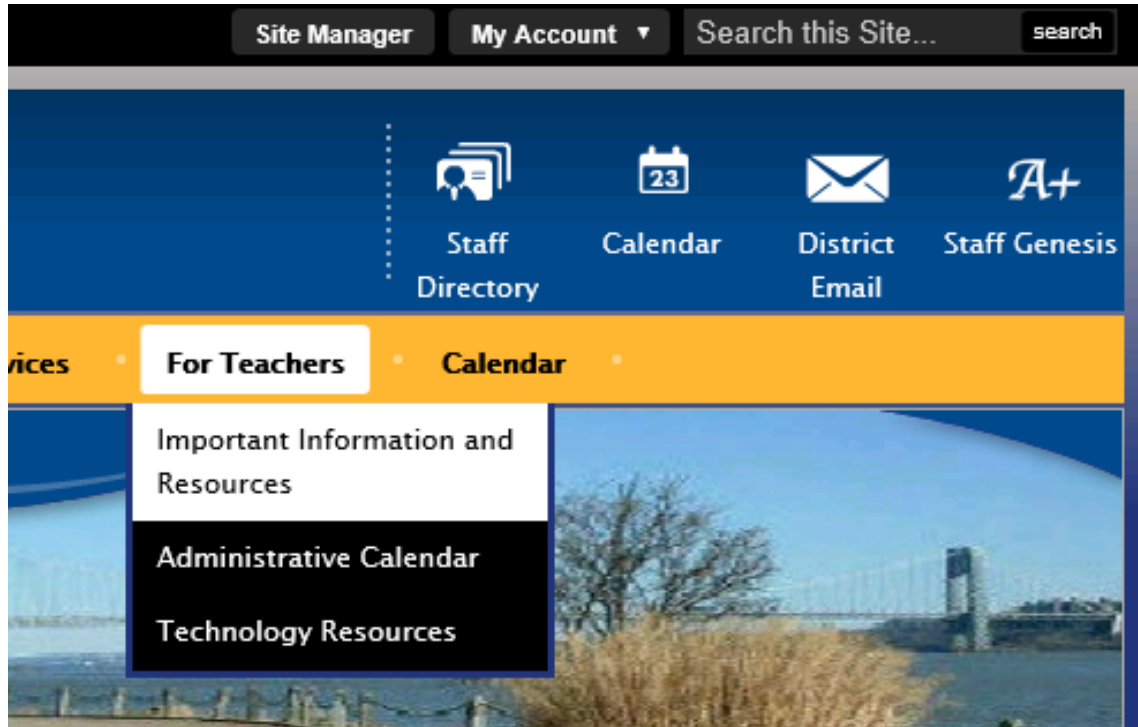

[Helpdesk](#)

Any technology related issue or request must be entered into Helpdesk. To access Helpdesk, hover the mouse over the “For Teachers” link on the Edgewater School District website and select important information and resources. On the ensuing page, click on Bergen Tech HelpDesk and click on the link highlighted in blue. This will open the HelpDesk login page.



To log in to helpdesk, enter your email address in the username field. **The password for helpdesk will be the same as the provided domain (computer password) account, and not the email password.** Once logged in, complete all fields then save. This will send a request to the helpdesk queue.

The screenshot displays the SonicWALL Web Help Desk interface. At the top, there is a navigation bar with icons for Tickets, Calendar, Clients, FAQs, Reports, Messages, Setup, and Help. Below this is a secondary navigation bar with buttons for Dashboard, My Tickets (21), Group Tickets (22), Flagged Tickets (0), Recent Tickets, and Search Tickets.

The main content area is titled "Ticket Details" and is divided into several sections:

- Dates:** A table with the following data:

Open Date	8/27/14 10:29 am	1st-Response Date	
Last Updated	8/27/14 10:29 am	Close Date	
- Details:** A form with the following fields:
 - Client: Kendra Muti (with an envelope icon)
 - Created By: Henry Arcilla
 - Location: Edgewater School District (with a dropdown menu showing "Edgewater - George Washington")
 - Room: (empty text box)
 - Request Type: (dropdown menu)
 - Subject: (empty text box)
 - Request Detail: (rich text editor with a toolbar containing icons for Bold, Italic, Underline, Bulleted List, Numbered List, Link, Quote, Insert Image, Insert Video, and Insert Code)
 - Attachments: (Add File button)
- Notes:** A table with columns for Date, Name, Note, and Time. A "New" button is located at the bottom right of this section.