

EduTek Service Desk

<https://help.edutekltd.com/nyackps> This link is located on the Desktop and Start Menu.

Your username (first initial lastname) and password for the help desk are the same as your computer network login credentials. Your username is **not** your email address. You do not need to select Nyack Schools from a drop down menu.



This Self-Service Portal will enable you to create your helpdesk requests, track the status of your request(s), search a knowledge base of solutions to the most common problems, view any pending approval actions, view announcements, add notes, attachments for existing requests, and reply to technicians regarding your request.

You can submit a request for help from the home page by clicking on the **Submit your Request** link.

There are six Main Categories to choose from depending on the type of issue you are experiencing. These categories are further broken down into templates which are provided for the most common problems.

If your issue does not fall into one of these 6 Categories you can click on **New Issue** from the Request Catalog drop down menu.

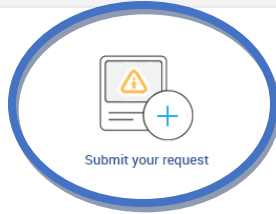
Your Name and Site (District Office or Nyack High School) have already been populated. Please enter a **Subject** for your helpdesk request and then add a more detailed description of the problem in the **Description** field box. Also please enter your room **location**. Then scroll down and click on **Submit Request**.

Request Catalog

My Requests Summary

Pending
0

Awaiting Approval
0



Popular Solutions [More]

Search Solution

No solutions available

Announcements [Show all]

No active announcements found

Portal Usage

Watch this Portal Usage video

Portal Usage

Self-Service Portal enable users

- To create requests for any failure or degradation of a service or request for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

NOTE : The content of this section can be configured in

Request Catalog

Template Categories

Search Search

New Request

Application Login

Communication



Unable to copy data from File server

This template is used when user is not able to copy data from File server to user machine



Unable to login into ERP

Request Catalog

Search

Enter Solutions Keyword

Recent Items

New Request Change Template Default Request

Priority -- Select Priority --

Requester Details

* Name

Asset(s)

* Site

Category -- Select Category --

* Building

Subcategory -- Select Subcategory --

* Location

Item -- Select Item --

Best Time Available

* Subject

Description



E-mail Id(s) To Notify

Service Category -- Select Service Category --

Attachments :

