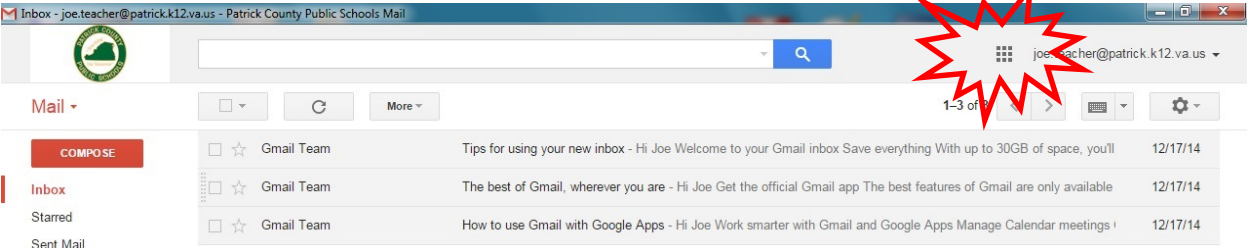
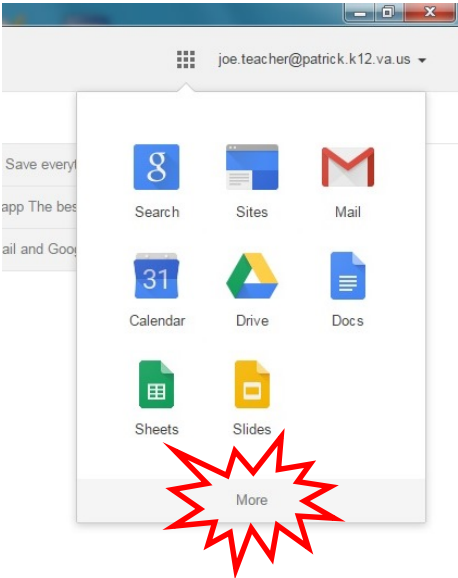


# Patrick County Public Schools Help Desk

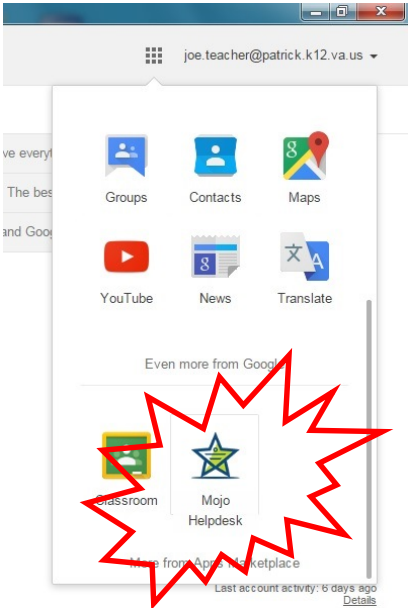
1.) In order to use the new Tech Support site you will need to be logged into your email. In the top right corner you will need to click on the Apps icon.



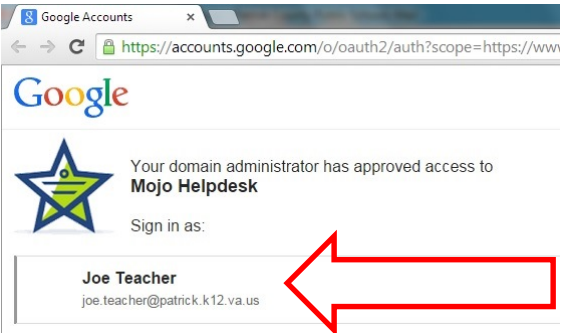
2.) This will drop down a list of apps, from here you will need to select "More"



3.) Next you will see the Mojo Helpdesk icon.



4.) This will take you to the login screen for the helpdesk. Since you are logged into your email all you have to do is click on your name.



After logging in, you will be taken to the new Tech Support site.

From here you can search for answers by typing in the “How can we help?” box. We will be populating this with information to fix common problems.

We also have a Twitter feed on the page. We will use this to report any widespread outages or issues that have been reported.

If you can't find your answer in one of those two areas then you can click on the “New Ticket” button to submit a request.

Patrick County Public Schools

joe.teacher@patrick.k12.va.us [+ new ticket](#)

🔍 How can we help?

**Welcome to our Support Portal**  
Find answers to your questions by searching the knowledge base. If you don't find what you are looking for, please create a ticket.

**Knowledge Base**

Troubleshooting	Helpdesk 101
★ What is a ticket? Is it the same as a request?	★ What is a ticket? Is it the same as a request?
★ What personal information are you tracking?	★ What personal information are you tracking?
★ I see a blue screen, what should I do?	★ I see a blue screen, what should I do?
★ I don't find my answer in the knowledge base, what should I do? » see more...	★ I don't find my answer in the knowledge base, what should I do? » see more...

**Twitter Updates** [Follow](#)

**Tweets**

**PCPS Technology** @pcps\_tech 15 Jan  
Thanks to everyone who attended today's website training!  
[pic.twitter.com/qO12ECBart](http://pic.twitter.com/qO12ECBart)

**PCPS Technology** @pcps\_tech 14 Jan  
Due to continued icy conditions in the county Patrick County Schools will be operate on a 2-hour delay on Thursday, January 15, 2015.

**PCPS Technology** @pcps\_tech 14 Jan  
Due to icy conditions in the county Patrick County Schools will be closed on Wednesday, January 14.

Help desk software by Mojo Helpdesk

The new ticket screen will look similar to our old form. Please be as specific as you can about your problem and visiting times.

The screenshot shows the 'New Ticket' form in a web application. The header includes 'Patrick County Public Schools', a home link, the user email 'joe.teacher@patrick.k12.va.us', and a '+ new ticket' button. On the left, there is a sidebar with 'My tickets', 'All tickets', and 'Closed tickets'. The main form area is titled 'New Ticket' and contains the following fields: 'Location' (dropdown menu with 'Patrick Springs' selected), 'Room #' (text input with '5'), 'Visiting Times' (text input with 'after 2pm'), and 'Briefly describe the issue' (text area with 'My projector is not working. The model is an Epson PowerLite 1835.'). Below these fields are 'Send a copy of this to' (text input), 'Add files' (button with 'Attach files'), and a 'Create ticket' button with a '- cancel' link. At the bottom right, it says 'Help desk software by Mojo Helpdesk'.

After you submit the ticket, you will receive a confirmation on the screen and in your email confirming that it was submitted. Once we have completed your ticket you will also receive an email.

The screenshot shows the 'Open Tickets' page. The header is the same as the previous screenshot. The main content area is titled 'Open Tickets' and includes a confirmation message: 'Ticket #9245618 has been created. ✕'. Below this, there is a table of open tickets. The table has columns for '#', 'Status', 'Ticket', and 'Updated'. The first row shows ticket #9245618 with a 'NEW' status and the description 'My projector is not working. The model is an E...'. The 'Updated' date is '2015-01-21'. There are also 'items per page' and '1 - 1' indicators above and below the table.

#	Status	Ticket	Updated ↓
9245618	NEW	My projector is not working. The model is an E...	2015-01-21