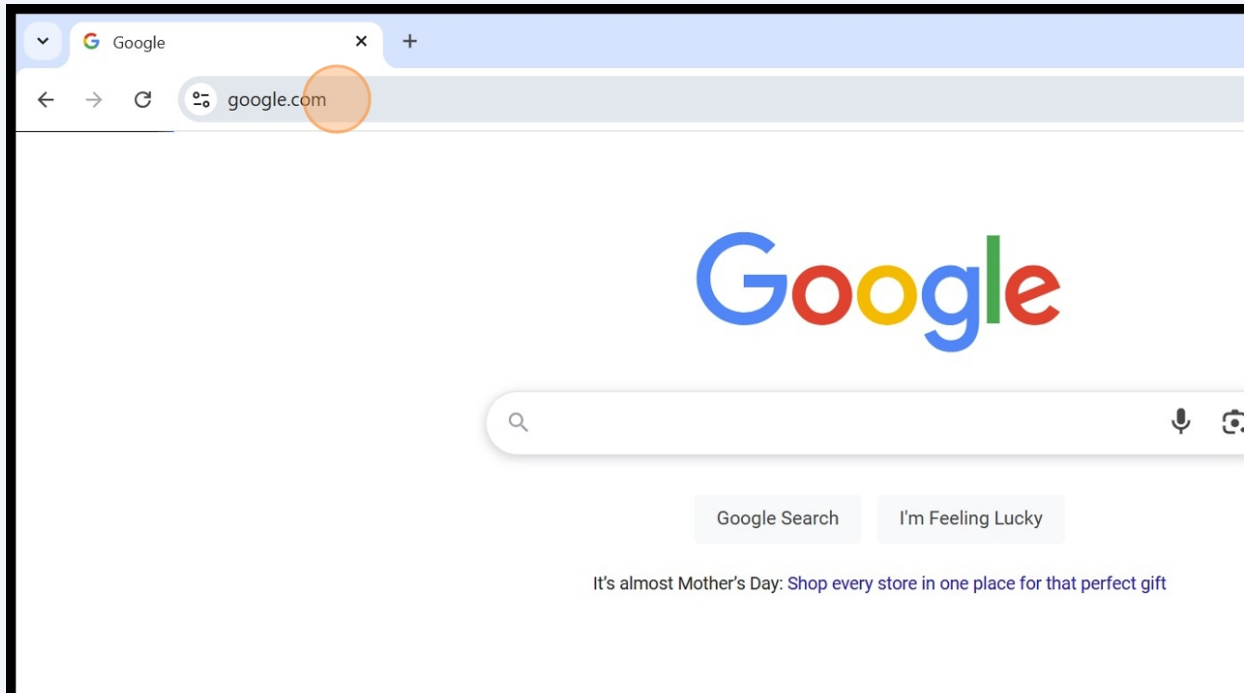
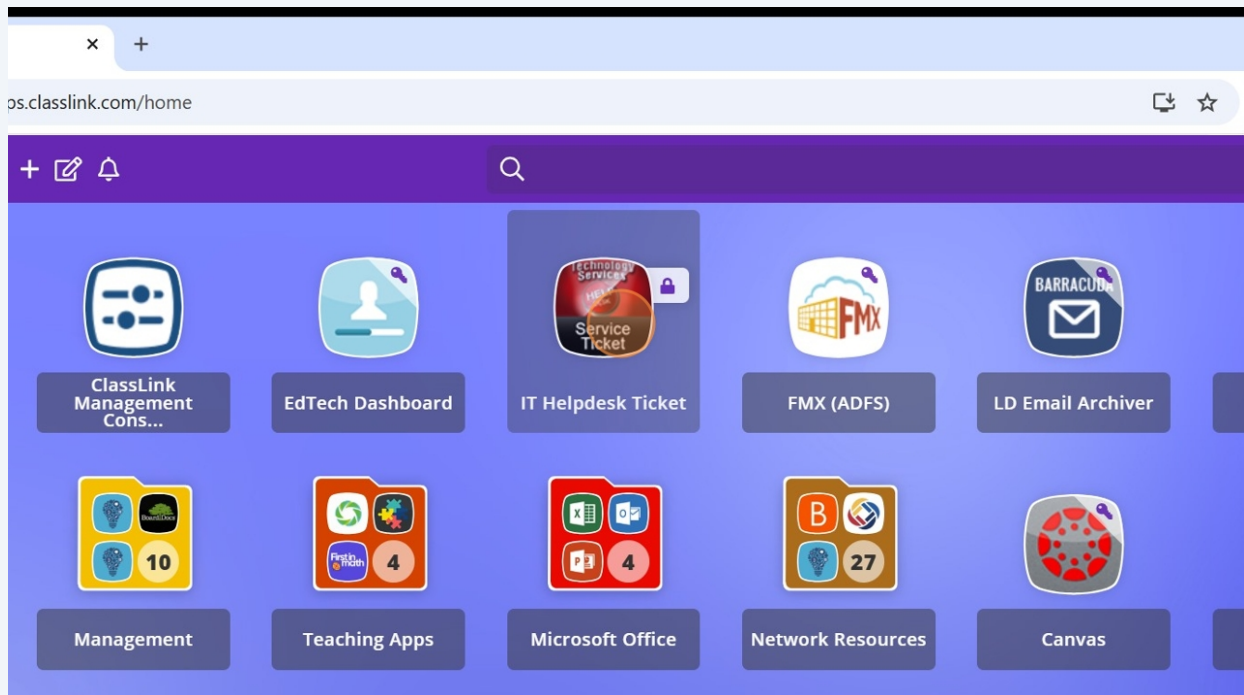


Create an IT Helpdesk Ticket

- 1 Navigate to <https://launchpad.classlink.com/ldsd> and log into myLD.



2 Click on IT Helpdesk Ticket



3 Type in a short title for your request and provide as much information as you can about the issue in the Summary box.

The screenshot shows the 'Service Desk' section of the application, with a sidebar menu on the left containing options like 'Downloads', 'My Devices', 'License Keys', 'Service Desk', 'Knowledge Base', and 'Download History'. The main form area is titled 'Default Template' and includes a 'Choose Action' dropdown. The 'Title' field is labeled 'Title *' and contains the text 'My Computer Doesn't work'. Below it, the 'Summary' field is labeled 'Summary *' and features a rich text editor with various formatting tools (bold, italic, underline, strikethrough, subscript, superscript, font color, text color, bulleted list, numbered list, indent, outdent, quote, unquote, link, unlink, image, video, table, undo, redo, link, unlink, code) and a placeholder text 'Type something or paste screenshots'. At the bottom of the form are three buttons: 'Save', 'Apply Changes', and 'Cancel'.

4

Select the category for the type of problem you are encountering. Use your best judgment when selecting a category.

Knowledge Base Article

Select an article to append

Impact

1 person cannot work

Status

New

Owner

Unassigned

Contact Phone

Building *

Please select one...

Category *

Software Problem

Unassigned

Software Installation

Browser Extension Request

Hardware Repair

Network Problem

Other

Hardware Installation

Projector Problem

Printer Problem

Room Number *

Save Apply Changes Cancel

5

Add your first and last name

Select an article to append

Impact

1 person cannot work

Status

New

Owner

Unassigned

Contact Phone

Building *

Please select one...

Category *

Hardware Repair

Priority

Medium

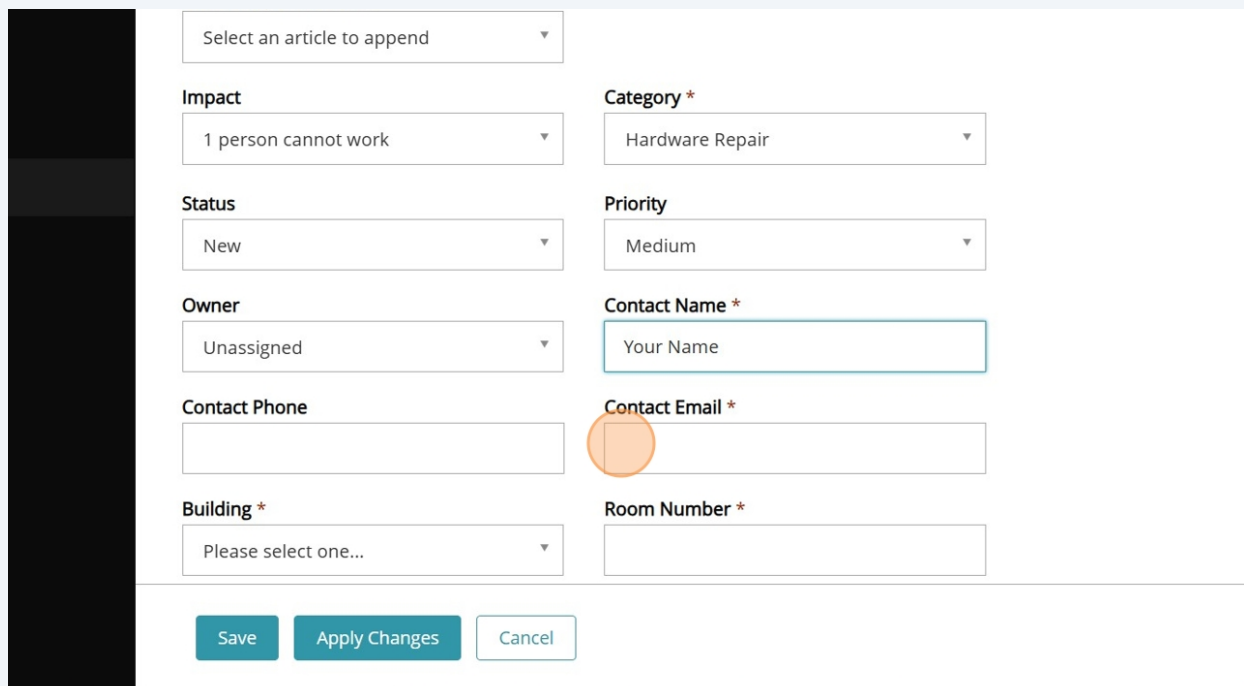
Contact Name *

Contact Email *

Room Number *

Save Apply Changes Cancel

6 Type in your email address so that a technician can contact you.



Select an article to append ▼

Impact
1 person cannot work ▼

Category *
Hardware Repair ▼

Status
New ▼

Priority
Medium ▼

Owner
Unassigned ▼

Contact Name *
Your Name

Contact Phone
[Empty field]

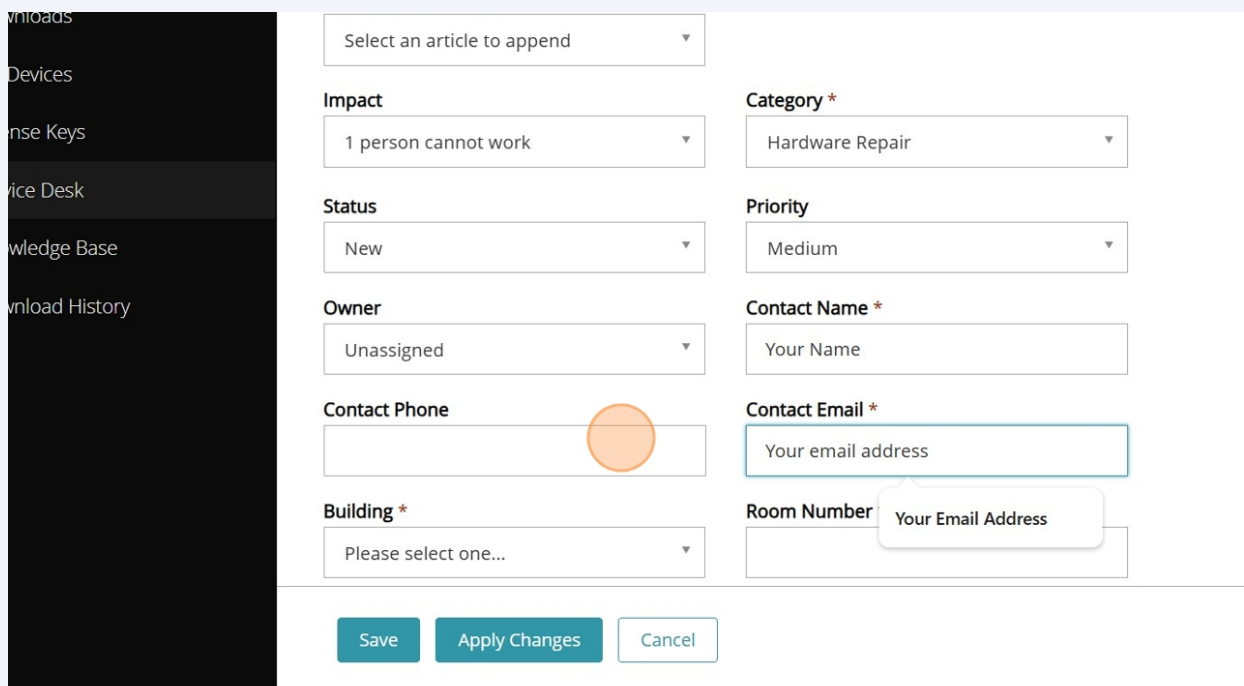
Contact Email *
[Empty field]

Building *
Please select one... ▼

Room Number *
[Empty field]

Save Apply Changes Cancel

7 Insert your phone number or extension number.



Select an article to append ▼

Impact
1 person cannot work ▼

Category *
Hardware Repair ▼

Status
New ▼

Priority
Medium ▼

Owner
Unassigned ▼

Contact Name *
Your Name

Contact Phone
[Empty field]

Contact Email *
Your email address

Building *
Please select one... ▼

Room Number Your Email Address

Save Apply Changes Cancel

8 Select your primary school / building from the dropdown list.

The screenshot shows a service desk interface. On the left is a dark sidebar with navigation links: Downloads, My Devices, License Keys, Service Desk (highlighted with an orange bar), Knowledge Base, and Download History. The main form area contains several fields: a dropdown for 'Select an article to append', an 'Impact' dropdown set to '1 person cannot work', a 'Category*' dropdown set to 'Hardware Repair', a 'Priority' dropdown set to 'Medium', a 'Contact Name*' text field with placeholder 'Your Name', a 'Contact Email*' text field with placeholder 'Your email address', and a 'Room Number*' text field. A dropdown menu is open for the 'Building*' field, showing a list of schools: Conewago, DAC, East Hanover, High School (highlighted with an orange circle), Londonderry, Middle School, Nye, and Price. At the bottom are three buttons: 'Save', 'Apply Changes', and 'Cancel'.

Select an article to append

Impact

1 person cannot work

Category *

Hardware Repair

Priority

Medium

Contact Name *

Your Name

Contact Email *

Your email address

Room Number *

Please select one...

Conewago

DAC

East Hanover

High School

Londonderry

Middle School

Nye

Price

Please select one...

Save

Apply Changes

Cancel

9 Add your room number or specific location (such as "main office").

This screenshot shows the same service desk form as in step 8, but with the 'Room Number*' text field highlighted by an orange circle. The 'Building*' dropdown is now set to 'High School'. The other fields remain the same: 'Select an article to append', 'Impact' (1 person cannot work), 'Category*' (Hardware Repair), 'Priority' (Medium), 'Contact Name*' (Your Name), and 'Contact Email*' (Your email address). The 'Save', 'Apply Changes', and 'Cancel' buttons are still at the bottom.

Select an article to append

Impact

1 person cannot work

Category *

Hardware Repair

Status

New

Priority

Medium

Owner

Unassigned

Contact Name *

Your Name

Contact Phone

Your contact phone number

Contact Email *

Your email address

Building *

High School

Room Number *

Save

Apply Changes

Cancel

10

Click Save to submit your request. A technician will contact you as soon as they can.

The screenshot shows a web application interface for a service desk. On the left is a dark sidebar with the following menu items: Downloads, My Devices, License Keys, Service Desk (highlighted with an orange bar), Knowledge Base, and Download History. The main content area is a form with the following sections:

- Contact Information:** Two input fields for "Your contact phone number" and "Your email address".
- Building *:** A dropdown menu currently showing "High School".
- Room Number *:** An input field with the placeholder text "Your room number".
- Due Date:** Two radio button options: "120 Hours" (selected) and "Manual Date" (with a pencil icon).
- CC List:** A section with a "+ Add CC List" button.
- Attachments and Screenshots:** A tabbed interface with "Attachments" (active) and "Related Ticket Information". Under "Attachments", there is a "Choose File" button, the text "No file chosen", and a "+ Add Another Attachment" button. Under "Screenshots", there is a "Paste Screenshot" button with a camera icon.
- Buttons:** At the bottom, there are three buttons: "Save" (highlighted with an orange circle), "Apply Changes", and "Cancel".