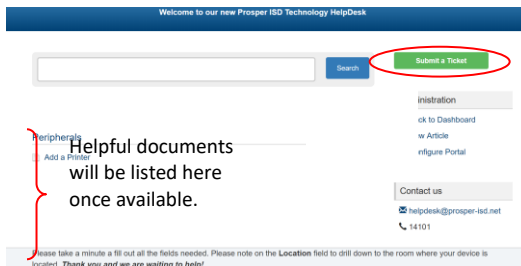




How to Submit a Helpdesk Ticket

PROSPER ISD HelpDesk

1. Access the new system at **prosper.sherpaDesk.com**, use the link in **Prosper Links**, or go to the Technology Department page on the website under the Useful Information page.



2. With the new system, you can look at either the Knowledge base documents listed or **Submit a Ticket** on the right-hand side.

3. Enter your school email address and click on **Continue**.

4. The new ticket interface will appear.
5. Fill out the fields.
Location field: It is important for you to give a precise location as possible. Please drill down to the room number by clicking on the + sign to expand the choices.
Class: Click on the down arrow and select the best ticket class for your issue. For some classes, a sub class might appear. This helps your ticket to be routed correctly.
Phone: Fill your phone extension.
Subject and Details fields are used to describe the issue include identifying information for the computer (if there are multiple computers in the room,) indicate the exact issue, and any troubleshooting that has been done.



Ticket Creation in the New HelpDesk

Click or Drag files here to attach

Submit My Ticket

6. Files (such as screenshots) can be attached here to help clarified the issue.

7. Click **Submit My Ticket**

8. You will see a confirmation page and receive an email when you ticket has been submitted.

Please call your campus ITS or Frontline Support if you have any questions.