

Create a KACE Ticket

1) Log into KACE Ticket System

- a. Go to: <http://helpdesk>
 - i. You can also access KACE at www.cbisd.com under the **Employees** tab
- b. Login using your basic login information:
 - i. User ID: Firstname.lastname (john.doe)
 - ii. Password: Normal login password

below to login. If you have problems logging into the site, or cannot find software that you require please contact the IT Staff.

Login (user name): Password:

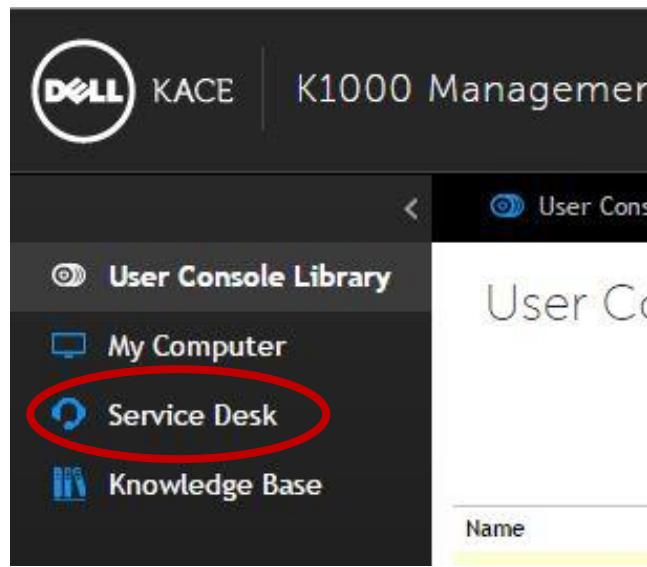
jamie.garza

Login

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

2) Create New Ticket

- a. Click on **Service Desk** tab:



i.

- b. Click the **New** tab:



- c. Write a **Summary Description** and a more detailed description underneath:

New Ticket | Information Technology (IT)

Summary Description: (required)

Laptop screen issue

(required)

Laptop screen is only showing a black screen

- d. If you are able to create a screen shot of the error you are receiving, you can attach it to the ticket:

Attachments:

Choose File No file chosen

+ Add Another Attachment

- e. The **Submitter** section will automatically fill in your name.

- i. If you are submitting a ticket for someone else, you may select their name from the drop down list:

Submitter:

Jamie Garza (IT) (314)

Unassigned

Jamie Garza (IT)

Aaron Murphy

admin

Adrian Copeland (WCE)

Alfred Black (WBJH)

Amanda Bieber (WPE)

Amanda Keen (WBJH)

Amber King

- f. Select the **Impact** your issue is having:

Impact:

1 person can't work

Enterprise-Wide Outage

Many people can't work

Many people inconvenienced

1 person can't work

1 person inconvenienced

Unassigned

- g. Select the **Category** and **Sub-Category** of the type of issue:
i. The **Sub-Category** changes according to the **Category**

The image shows two screenshots of a web form. The left screenshot shows a 'Category:' dropdown menu with 'Computer' selected. The right screenshot shows a 'Category:' dropdown menu with 'Laptop' selected. Both screenshots include an 'Add CC list' button at the bottom.

- h. Enter your phone extension in the **Callback Number** section:

The image shows a form with two dropdown menus for 'Category:' (Computer and Laptop) and a text input field for 'Callback Number:' containing the value '1862'. The 'Callback Number:' label and its input field are circled in red.

- i. Select **Requested Priority**:

The image shows a 'Requested Priority: (required)' dropdown menu with 'Medium' selected. The options listed are: Medium, Please select one..., Top Priority, High, Medium, Low, and Notification Only.

j. Select the **School** where the issue is happening:

School: (required)

Please select one...

Please select one...

WBJH

CHS

WPE

WCE

BE

ADMIN

k. Click **Save** to create your ticket:

Save Apply Chang