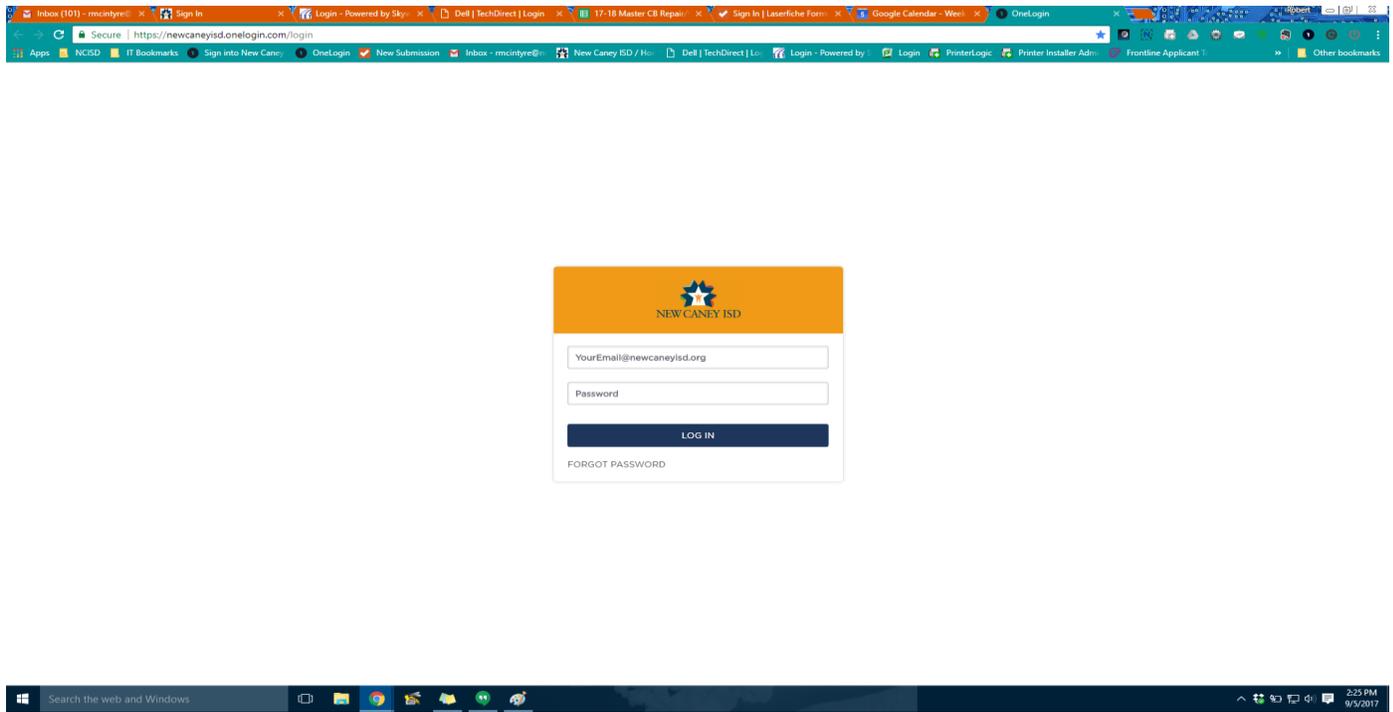


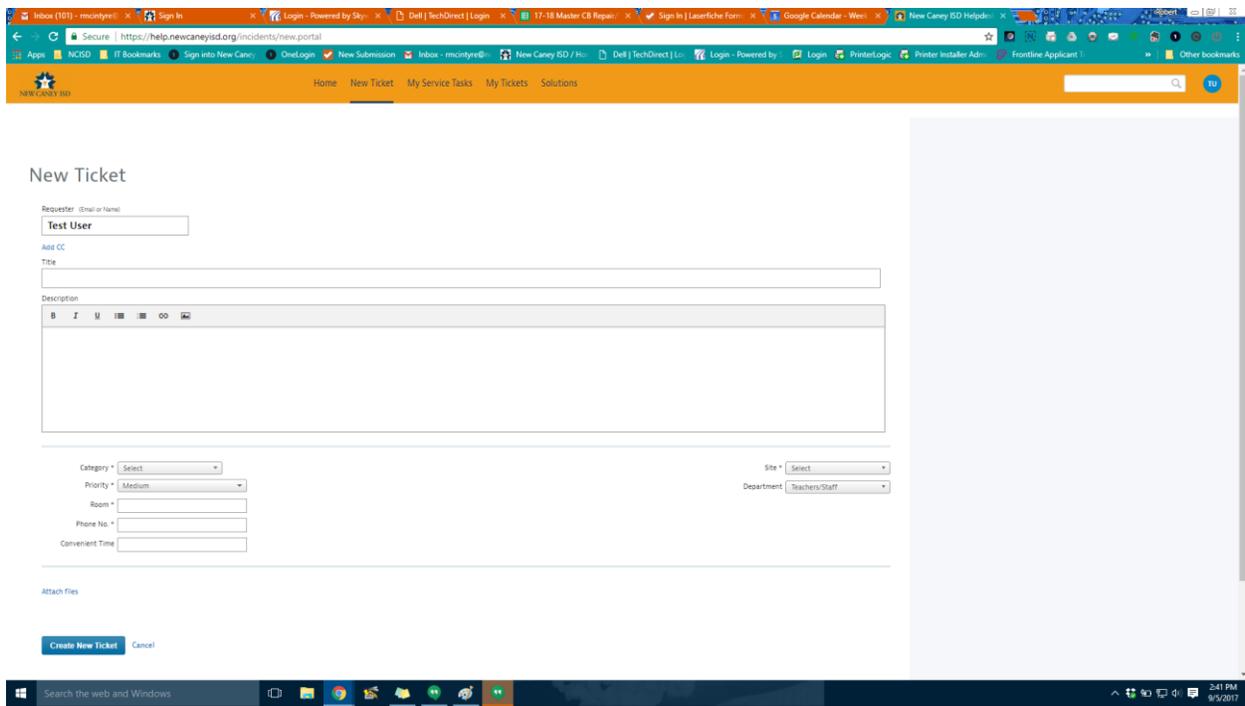
# Help Desk Quick Start Guide

This is quick introductory guide to get started quickly with the our new help desk system Samanage. This guide will take you through the quick and easy steps to place a Help Desk ticket in the new system.

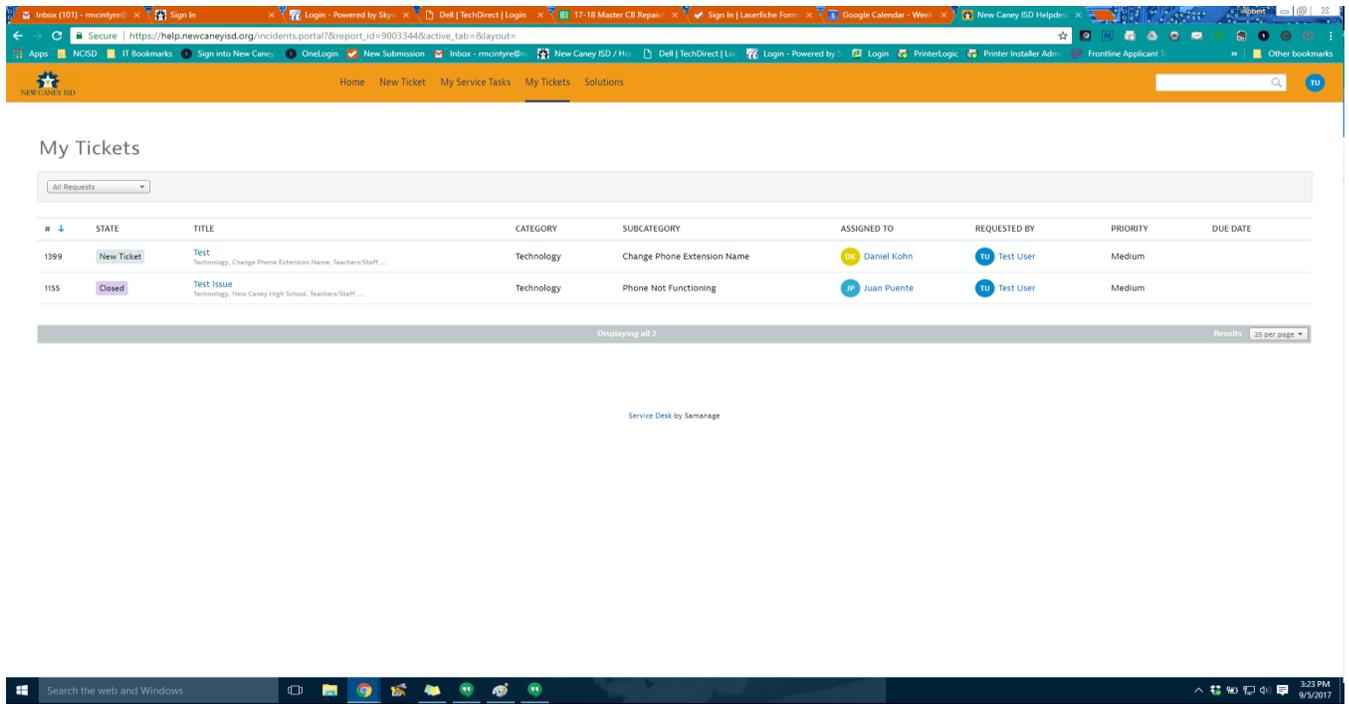
1. First start by opening your web browser and typing in the URL box **help.newcaneyisd.org** and then press **Enter**. You should land on a screen like this below. You can also go up to your bookmarks bar and click the **NCISD** folder and then go down the list and click the **Help Desk** option as well.



2. Here you will input your **full New Caney ISD email** in the username field and then your normal email/computer password in the password field and then click Log In. You should then come to a Screen that looks likes like this below.



3. From here you can now enter your ticket information in the fields. The fields marked with an asterisk are required fields that must have information filled in them to be able to submit the ticket. After you enter the "Title" and "Description" of the ticket then you can start by clicking "Category" and filling that drop down and then doing the same for the "Subcategory" that will then pop up after that. This will sometimes modify the fields that you have to be more specific to the request. Then you can verify that your site or campus is correct and filled in and then click "Create New Ticket" at the bottom. You will then come to a screen that looks like this.



At this screen you can check on the the status of your ticket any communication or comments that have been added to it and who it is assigned to.

That's it! You now know how to place a ticket request in the new Samanage help desk system! If you have any issues please contact your campus technician or you can contact me Robert McIntyre the Help Desk Administrator directly at [rmcintyre@newcaneyisd.org](mailto:rmcintyre@newcaneyisd.org) or extension 1832 and I will be more than happy to help!