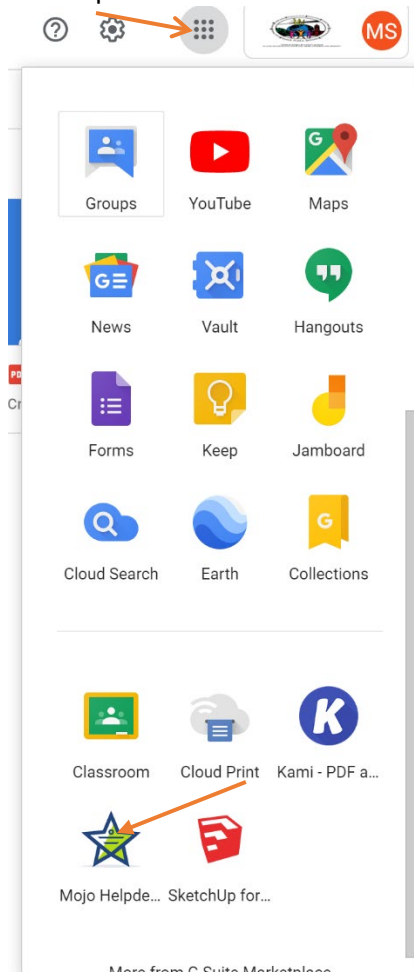
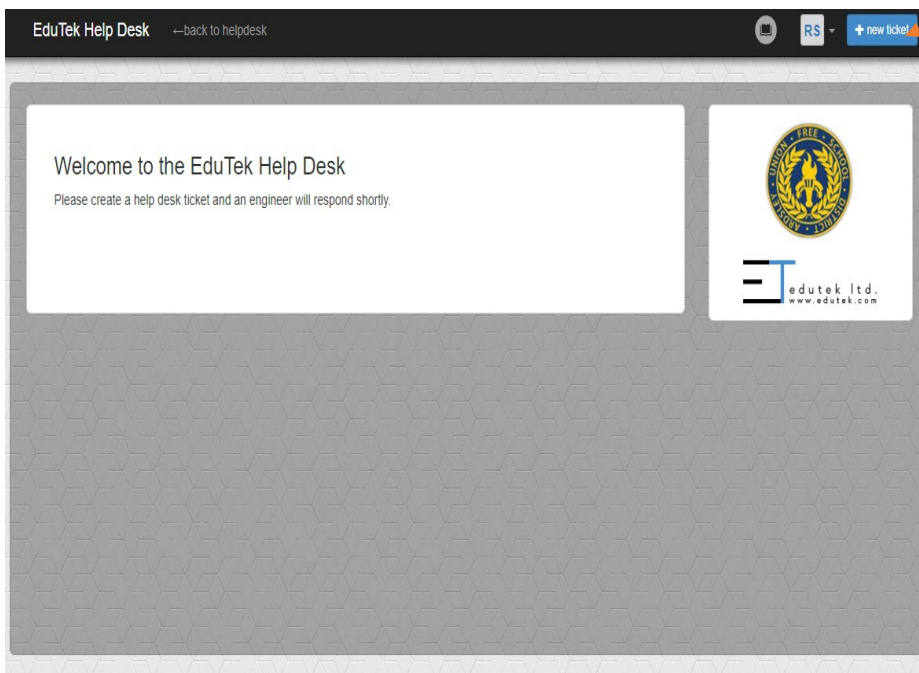


Ardsley Helpdesk Ticket Creation

1. The first time you use the helpdesk, please login to your google account and click on the Google Apps Launcher. Then click on Mojo Helpdesk Icon. This will setup your account for the helpdesk.



2. The link will bring you to the Main page for the helpdesk. You can then Click on “New Ticket”



3. You can then enter your problem into the form provided. Please select your building and put your room number into the form with a short description. And then click “Create Ticket”.

The screenshot shows the 'New ticket' form. On the left, there is a sidebar with a list of ticket categories: 'My tickets', 'Individuals tickets', 'All tickets', and 'Closed tickets'. The main form area is titled 'New ticket' and contains the following fields: 'Ticket Type' (dropdown menu), 'Building' (dropdown menu), 'Room Number/Location' (text input), 'Subject' (text input), 'Priority' (dropdown menu), 'Description' (text area), 'Due date' (text input with a 'reset' button), 'Send a copy of this to' (text input), and 'Attach files' (button). At the bottom of the form, there is a green 'Create ticket' button and a 'cancel' link. A red arrow points to the 'Create ticket' button.