



Welcome to ReadyDesk!

What is ReadyDesk? ReadyDesk is a web-based help desk ticket creation and tracking software program utilized by Oakland Schools Technology Services Department. By using ReadyDesk, we are able to track all technology issues. The Customer Interface module is available to our customers. Users can log and track their issues in ReadyDesk!

ACCESS READYDESK

- Launch Internet Explorer
- Enter the following URL: <https://helpdesk.oakland.k12.mi.us/>

ReadyDesk Login is displayed

LOGIN - Existing users should enter the following:

- **Username** - Your **email address**, in lower case
- **Password** - Previous **password**, in lower case
- Click **Submit**

IF NEW USER, CREATE NEW ACCOUNT

- Click **New users click here to sign up** to create an account
- *After an account has been created, follow the Login steps, above*

Home Page is displayed

EDIT YOUR PROFILE

In **My Profile** section:

- Click **Edit** to view/change account information
- Make changes

Click **Submit** or **Cancel**

CREATE A TICKET

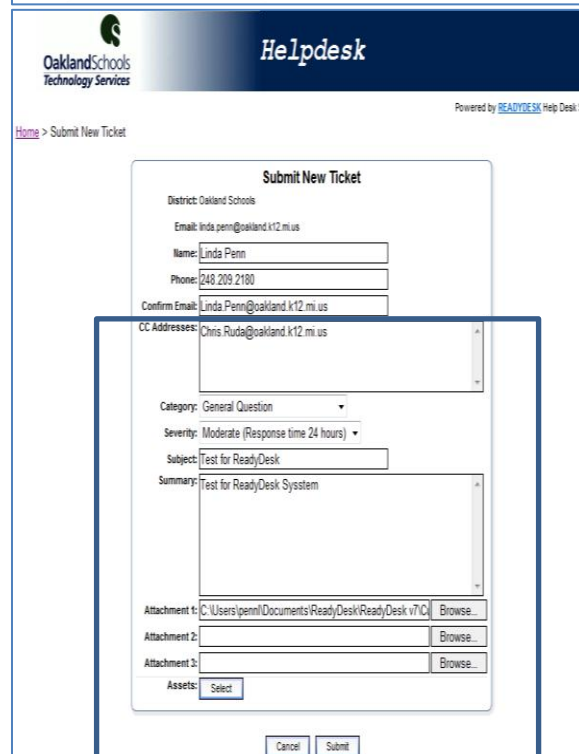
In **Support Requests** section:

- Click **Submit New Ticket**

Submit New Ticket is displayed (User information will be entered automatically)

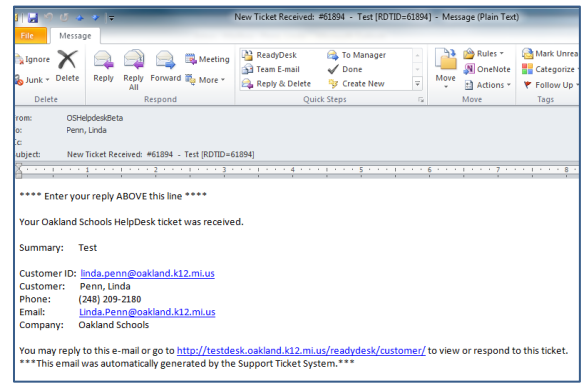
Enter the following:

- **CC Addresses** (Optional) - Enter who you would like to receive a copy of this ticket
 - **Category** - Select one of the following
 - Business Applications
 - Event Management Applications
 - *General Question (Default)*
 - Internet/Intranet/Website
 - Phone/Voicemail/Email
 - Printer/Copier/PPG
 - Student Information Applications
 - Virtual Learning
 - **Severity** - Select one of the following:
 - Urgent (Response time 15 minutes)
 - Important (Response time 4 hours)
 - *Moderate (Response time 24 hours) (Default)*
 - Informational (Response time N/A)
 - **Subject** - Enter short title of problem
 - **Summary** - Enter description of the problem
 - **Attachment 1, 2, or 3** (Optional) - Enter info you would like to share
- Click **Submit** or **Cancel**



EMAIL

You will receive an email verifying your ticket has been entered. The ticket will also be routed to the proper support staff based on the Category you selected



VIEW / UPDATE EXISTING TICKETS

In **Support Requests** section:

- Click **View Existing Tickets**

Your existing tickets are displayed



CHAT

In **Live Support** section:

- Click **Live Support**

Chat is displayed

In the blue box at the bottom

- Enter **communication**
- Click **Send**

Technician will enter the room

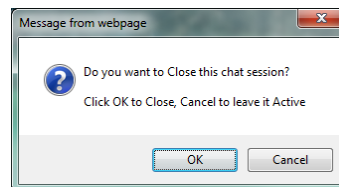
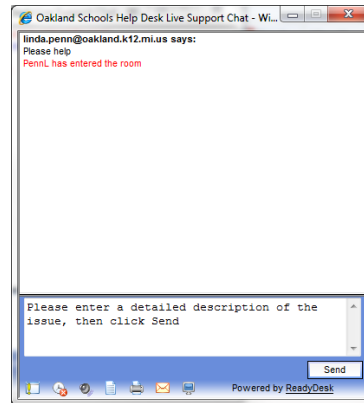
- Continue chatting with technician

To Close Chat

- Click **X** in upper right corner

Message is displayed

- Click **OK** to Close, or
- Click **Cancel** to leave it active



If you have any questions or require additional assistance, call the Oakland Schools Help Desk at 248.209.2060