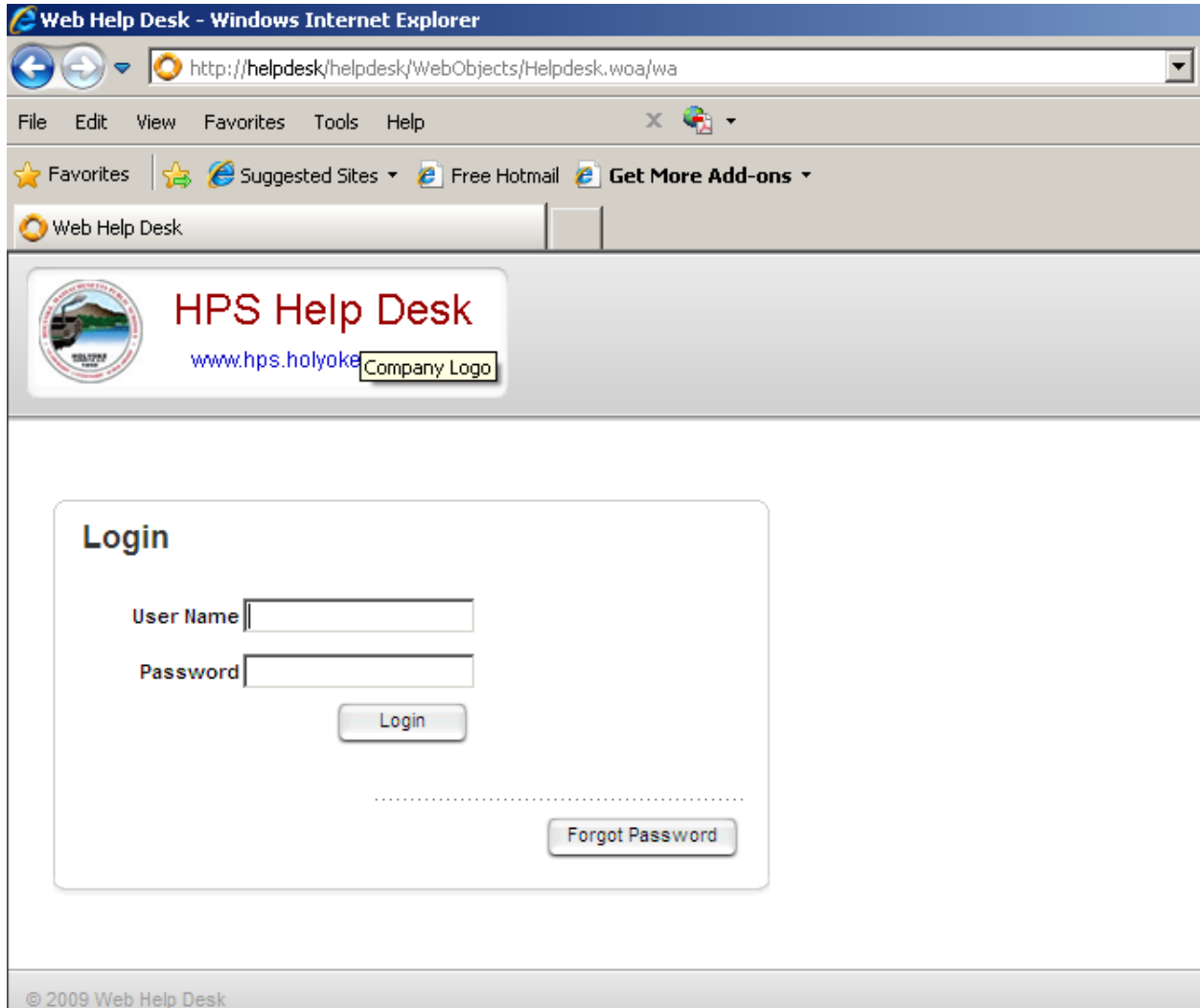


Accessing the Holyoke Public Schools' Web Help Desk

To Begin:

Open up a web browser (Internet Explorer, Safari, FireFox) and type the word **helpdesk** in the address location.

You will then arrive at the Holyoke Public Schools' Help Desk log in screen:



Enter your username and password. These are the same as your email username and password. Click Login.

After you have logged in, you will see the Help Desk **Help Request** entry screen:

Web Help Desk

HPS Help Desk
www.hps.holyoke.ma.us

Request History FAQs Profile Logout

Company Logo

Help Request

Request Type

Subject

Request Detail

Carbon Copy (Cc:) Enabled

Location Room

Cancel Save

Please fill out as much information as possible. You will see a drop down list next to “**Request Type**”. Select your **Request Type**. Once you select your Request Type, the “**Select Asset**” section will appear. In this area you will put in the device you are requesting service for and the model of the device if listed.

Request Type

Subject


Request Detail

Carbon Copy (Cc:) Enabled

Attachments

Location Room

Select Asset

 Please select a Model.

Model

Type

Model

Click on the save button. Your request will now be added to the helpdesk. You can log back in to check the status of your request at any time.