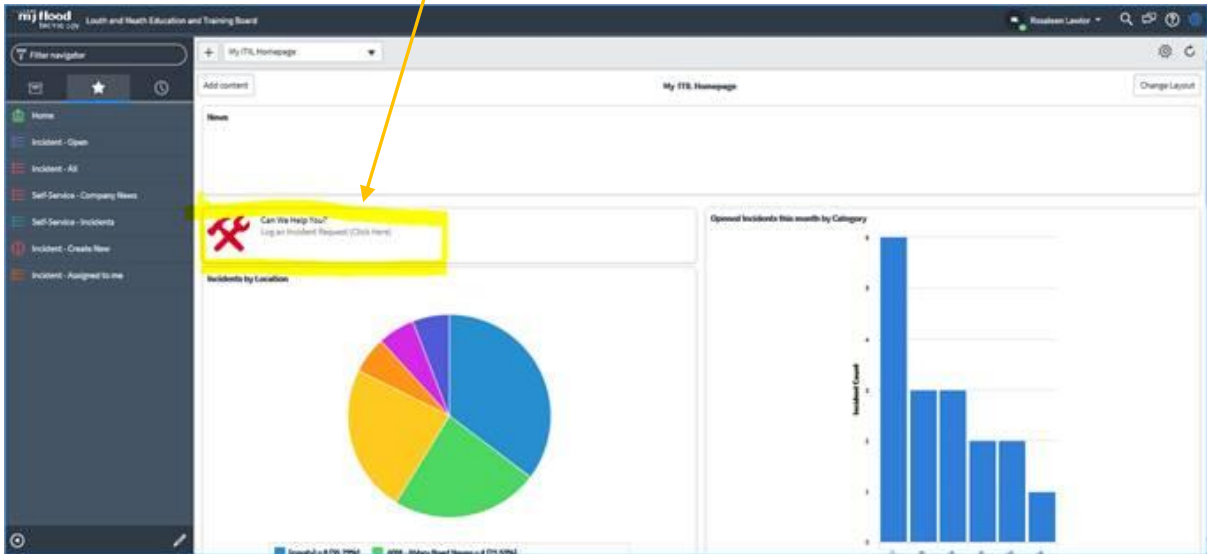# How to use the New Helpdesk
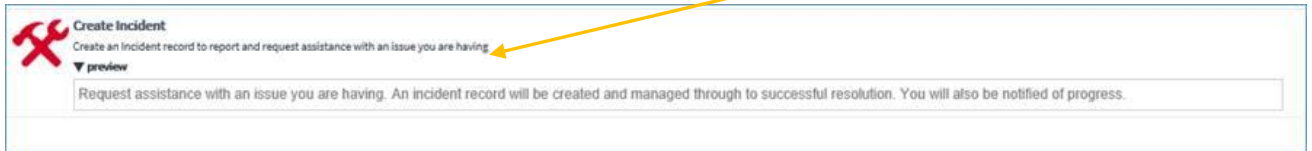
To find the link for the IT Helpdesk: simply click on the link for the IT Helpdesk on your school website or on the LMETB website.

IT Helpdesk Portal

Select this hyperlinked logo when the site loads, a page will open up and you fill in the drop down menu to detail your issue.
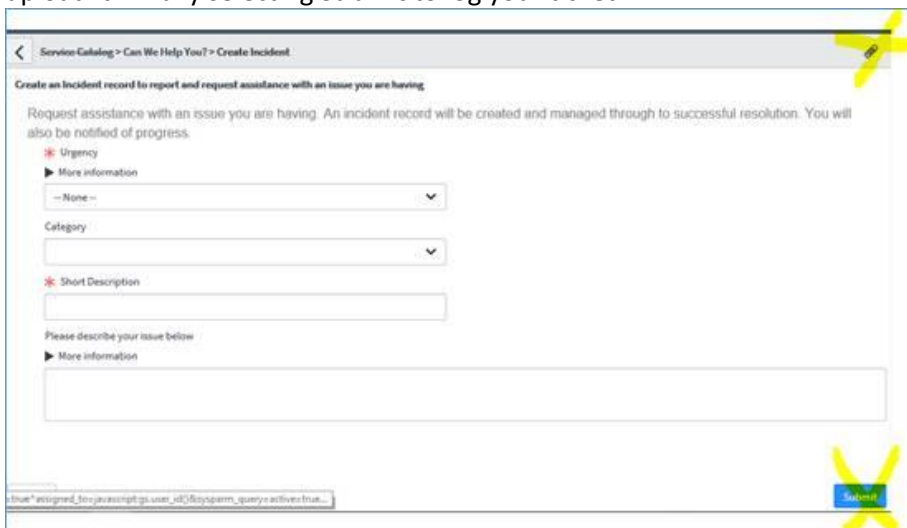

Click on this link "**Create Incident**" and work through the drop down menus


Please note the **Short Description** will cut off after 50 characters, so just a short description, room number etc in here, please add full ticket details into **Main Description**.

If you need to submit a file, screen shot or image, click on the paperclip as highlighted below and upload it. Finally selecting **Submit** to log your ticket.

IT Helpdesk

When logging a ticket please detail your classroom number, and as much information about the issue. For those of you in the FET sector I am aware that you may work in various centres, so if you can also include your location for a ticket it is much appreciated as it saves time with us going back to confirm a location with you.

When you log a helpdesk ticket you will get an automated email response from the IT Service Desk within 10 mins approximately, quoting your issue with a link to that ticket. (see image below).
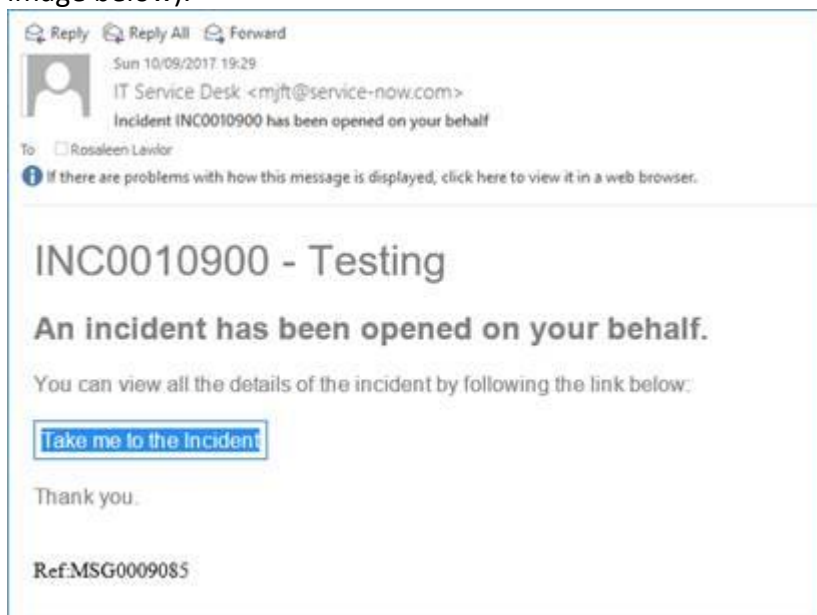
If the helpdesk engineers, myself, Rose or the on-site technicians require further information from you we update it from within the board and you will get a follow up email with our query in the body of the message. You should reply to THAT message with the information and it gets added to your ticket. When your issue is resolved you get a final email with a resolved message and information detailing what we did to resolve your issue.

The new board will allow you to see your open tickets on the main home page and you can click into them if required to see progress, or update with further information if required.