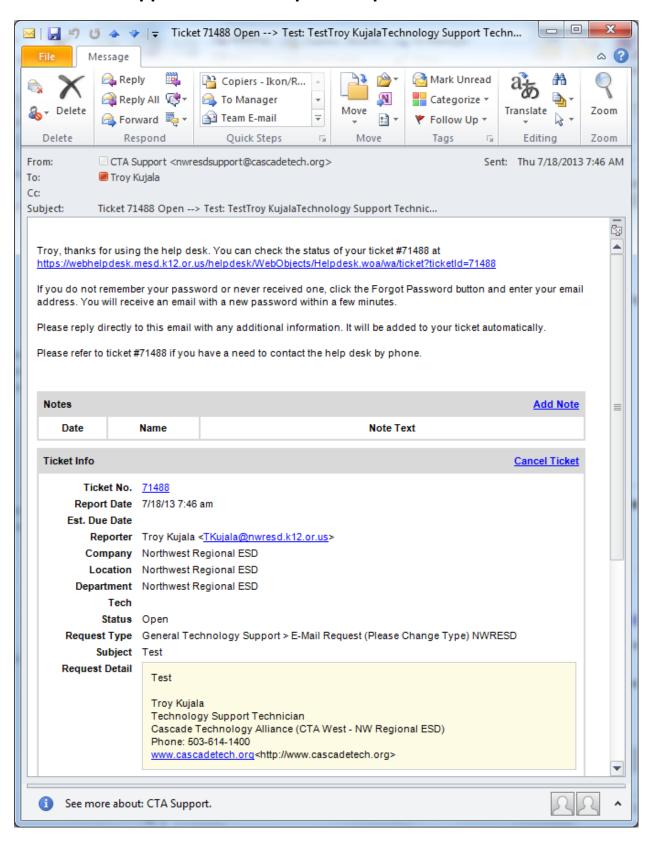
Web Help Desk

Technology Department Work Order (ticket) System webhelpdesk.cascadetech.org

- CTA Cascade Technology Alliance initiated the move to a shared ticket system for NWRESD, Multnomah ESD, Willamette ESD and Columbia Gorge ESD.
 - The WHD ticket system is used by all groups within Technology, including eSIS/Synergy/OrSped support.
 - Technicians from any region could be responding to your ticket requests.
- Submit tickets by emailing helpdesk@nwresd.k12.or.us
 - Do not include 'helpdesk@nwresd.k12.or.us' in an email conversation with several participants. Each reply that is sent generates a new ticket.
 - Watch your email for a response from CTA Support. These emails are very important.
 - The first email will generally just be your confirmation that you have created a ticket. You can update the ticket by replying to this email. (See example 1)
 - A second email could be a technician requesting more information from you or a notice that the ticket has been closed. (See example 2)
- You can log into the Web Help Desk system to check the status of your tickets.
 - Access the WHD login page by going to the Technology department section of <u>www.mynwresd.org</u> or by bookmarking <u>webhelpdesk.cascadetech.org</u>
 - o Log in to WHD using your full NWRESD email address and password
 - Do not create new tickets from within the Web Help Desk system.
 Create tickets only by emailing helpdesk@nwresd.k12.or.us

CTA Support Email Example 1 - Open Ticket Notification



CTA Support Email Example 2 – Updated Ticket Notification

