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 www.mynwresd.org or by bookmarking webhelpdesk.cascadetech.org
  - 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

Ticket 71488 Open --> Test: TestTroy KujalaTechnology Support Techn...

File | **Message**

Delete | Reply | Reply All | Forward | Copiers - Ikon/R... | To Manager | Team E-mail | Move | Mark Unread | Categorize | Follow Up | Translate | Zoom

Delete | Respond | Quick Steps | Move | Tags | Editing | Zoom

From: CTA Support <nwresdsupport@cascadetech.org>   Sent: Thu 7/18/2013 7:46 AM
To: Troy Kujala
Cc:
Subject: Ticket 71488 Open --> Test: TestTroy KujalaTechnology Support Technic...

Troy, thanks for using the help desk. You can check the status of your ticket #71488 at
https://webhelpdesk.mesd.k12.or.us/helpdesk/WebObjects/Helpdesk.woa/wa/ticket?ticketId=71488

If you do not remember your password or never received one, click the Forgot Password button and enter your email address. You will receive an email with a new password within a few minutes.

Please reply directly to this email with any additional information. It will be added to your ticket automatically.

Please refer to ticket #71488 if you have a need to contact the help desk by phone.

Notes   **Add Note**

Date	Name	Note Text

Ticket Info   **Cancel Ticket**

Ticket No.	71488
Report Date	7/18/13 7:46 am
Est. Due Date	
Reporter	Troy Kujala <TKujala@nwresd.k12.or.us>
Company	Northwest Regional ESD
Location	Northwest Regional ESD
Department	Northwest Regional ESD
Tech	
Status	Open
Request Type	General Technology Support > E-Mail Request (Please Change Type) NWRESD
Subject	Test
Request Detail	Test

Troy Kujala
Technology Support Technician
Cascade Technology Alliance (CTA West - NW Regional ESD)
Phone: 503-614-1400
www.cascadetech.org<http://www.cascadetech.org>

See more about: CTA Support.

CTA Support Email Example 2 – Updated Ticket Notification

File **Message**

| Delete | Respond | Quick Steps | Move | Tags | Editing | Zoom |

Reply | Reply All | Forward | Copiers - Ikon/R... | To Manager | Team E-mail | Move | Mark Unread | Categorize | Follow Up | Translate | Zoom

From: CTA Support <support@cascadetech.org>   Sent: Thu 7/18/2013 8:14 AM
To: Troy Kujala
Cc:
Subject: Ticket 71488 Open (Updated) --> Test: TestTroy KujalaTechnology Support Technic...

Troy, thanks for using the help desk. You can check the status of your ticket #71488 at
https://webhelpdesk.mesd.k12.or.us/helpdesk/WebObjects/Helpdesk.woa/wa/ticket?ticketId=71488

If you do not remember your password or never received one, click the Forgot Password button and enter your email address. You will receive an email with a new password within a few minutes.

Please reply directly to this email with any additional information. It will be added to your ticket automatically.

Please refer to ticket #71488 if you have a need to contact the help desk by phone.

Notes   **Add Note**

Date	Name	Note Text
7/18/13 8:13 am	Troy Kujala	Hey Troy....can you try restarting your computer and let me know if that fixes the problem?

Ticket Info   **Cancel Ticket**

Ticket No.	71488
Report Date	7/18/13 7:46 am
Est. Due Date	
Reporter	Troy Kujala <TKujala@nwresd.k12.or.us>
Company	Northwest Regional ESD
Location	Northwest Regional ESD
Department	Northwest Regional ESD
Tech	Troy Kujala
Status	Open
Request Type	General Technology Support > General Question
Subject	Test
Request Detail	Test Troy Kujala Technology Support Technician

See more about: CTA Support.