



# Welcome to Zendesk!

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Technology Services' new platform for  
technology help.

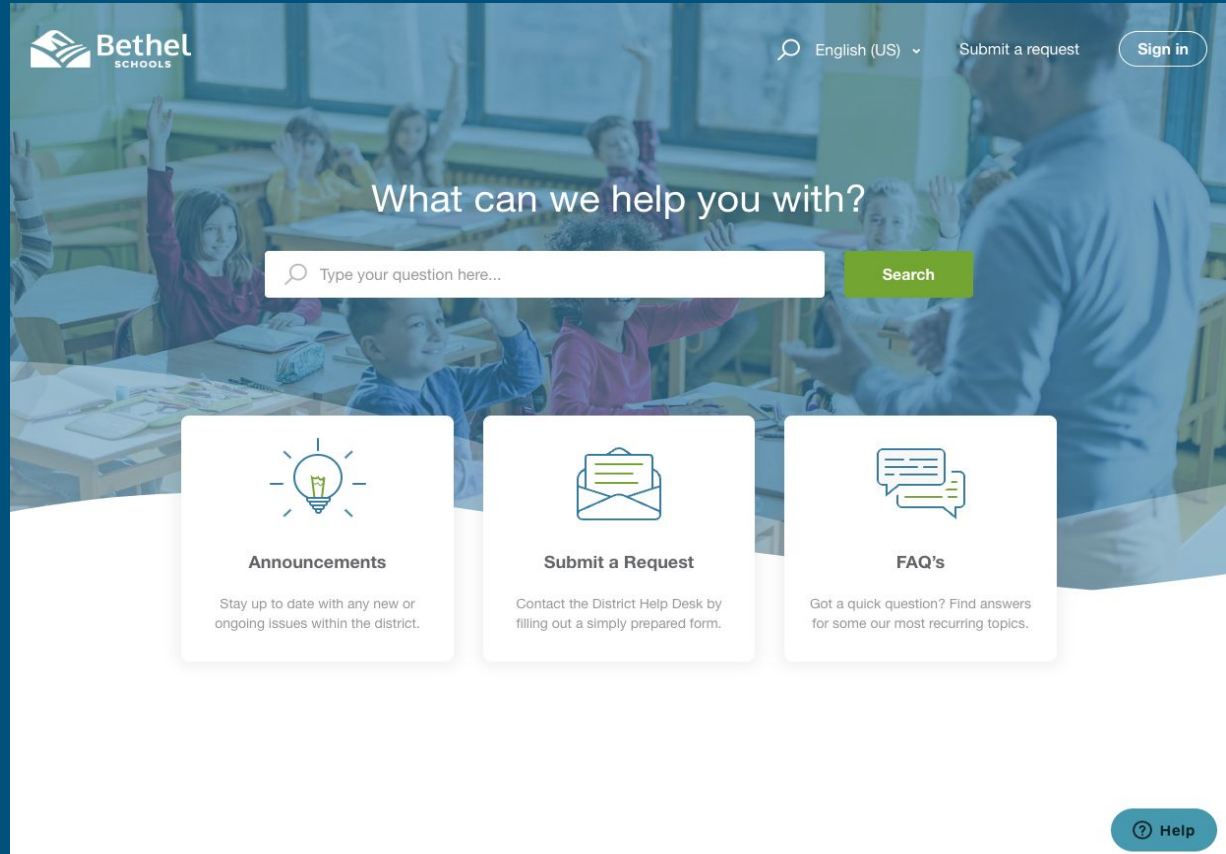


# What is Zendesk?

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Zendesk is an easy-to-use technology support request (TSR) platform which allows Bethel users to quickly reach out for help with almost any technical issue.

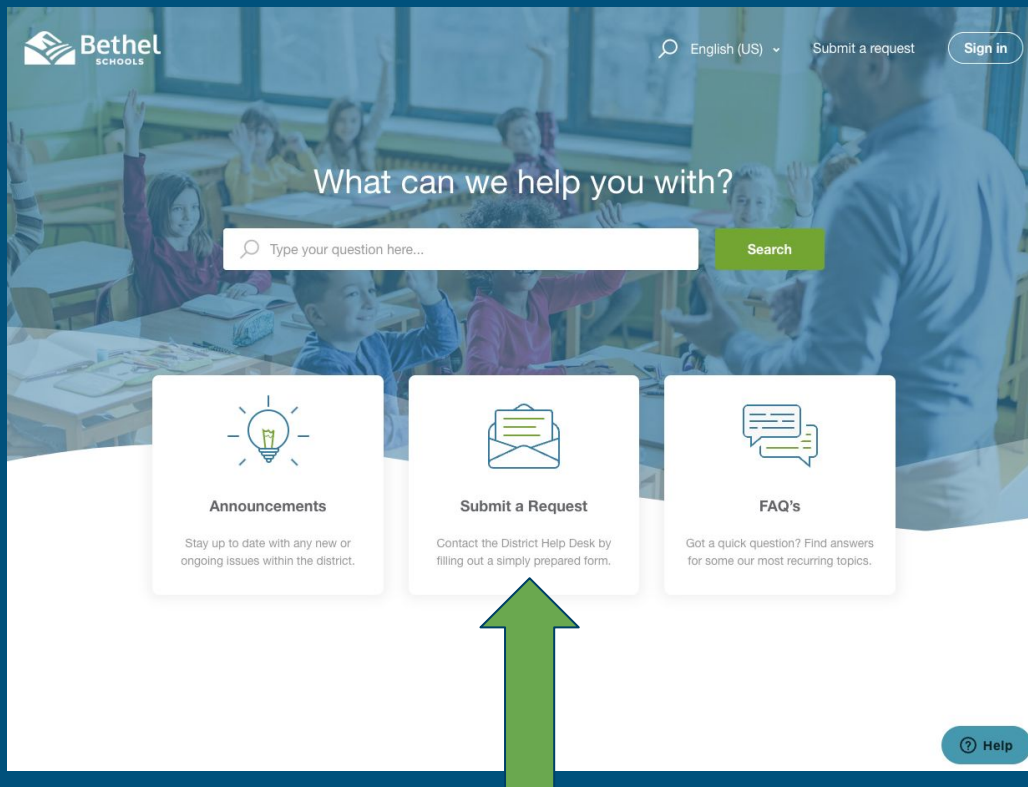
# What does the new ticket (TSR) submission page look like?



# How do I submit a new ticket (TSR)?

Step 1:

Select *Submit a Request*



The screenshot shows the Bethel Schools website interface. At the top left is the Bethel Schools logo. At the top right are links for 'English (US)', 'Submit a request', and 'Sign in'. The main heading asks 'What can we help you with?' followed by a search bar with the placeholder text 'Type your question here...' and a green 'Search' button. Below the search bar are three white cards with icons and text:

- Announcements**: Stay up to date with any new or ongoing issues within the district.
- Submit a Request**: Contact the District Help Desk by filling out a simply prepared form. (This card is highlighted with a large green arrow pointing upwards from the bottom of the page.)
- FAQ's**: Got a quick question? Find answers for some our most recurring topics.

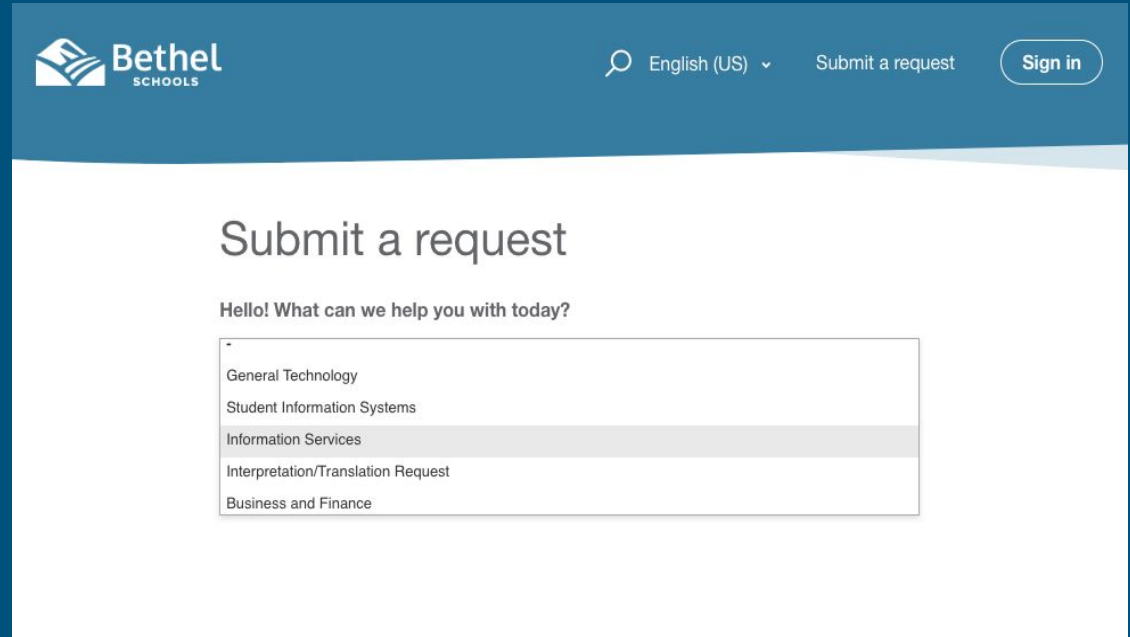
In the bottom right corner, there is a 'Help' button with a question mark icon.

# How do I submit a new ticket (TSR)?

*con't*

Step 2:

Select a request type



The screenshot shows the Bethel Schools website interface for submitting a request. The header includes the Bethel Schools logo, a search icon, the text 'English (US)' with a dropdown arrow, a 'Submit a request' link, and a 'Sign in' button. The main content area is titled 'Submit a request' and features a greeting: 'Hello! What can we help you with today?'. Below this is a dropdown menu with the following options: 'General Technology', 'Student Information Systems', 'Information Services' (which is highlighted), 'Interpretation/Translation Request', and 'Business and Finance'.

# How do I submit a new ticket (TSR)? *con't*

## Step 3:

Fill in the requested information and select **Submit**.

*You will receive a confirmation that your request has been submitted.*

### Submit a request

Hello! What can we help you with today?

General Technology

Your email address

Who are you?

-

Phone extension (optional)

Subject

Description

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Please enter the details of your request. A member of our support staff will respond as soon as possible.

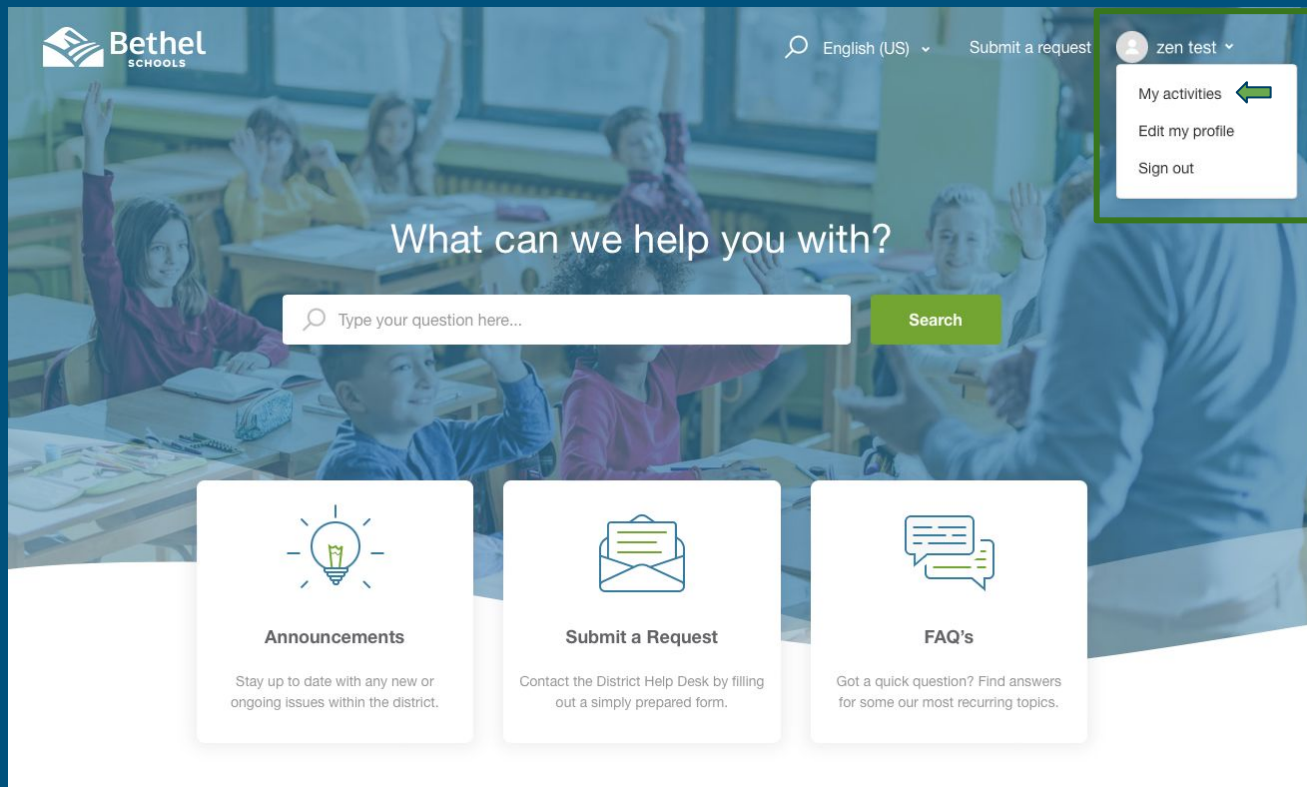
Attachments (optional)

Add file or drop files here

Submit

# How can I track my requests?

Select *My activities* from your **Profile** drop down.



The screenshot displays the Bethel Schools website interface. At the top left is the Bethel Schools logo. The top right features a search icon, the text 'English (US)', a 'Submit a request' link, and a user profile dropdown menu for 'zen test'. The dropdown menu is highlighted with a green border and contains three options: 'My activities' (with a green arrow pointing left), 'Edit my profile', and 'Sign out'. Below the navigation bar is a large hero section with the text 'What can we help you with?' and a search input field containing the placeholder text 'Type your question here...'. A green 'Search' button is positioned to the right of the input field. Below the hero section are three white cards with icons and text: 'Announcements' (lightbulb icon), 'Submit a Request' (envelope icon), and 'FAQ's' (speech bubbles icon). Each card includes a brief description of the service.

**Bethel SCHOOLS**

English (US) Submit a request zen test

My activities ←  
Edit my profile  
Sign out

What can we help you with?

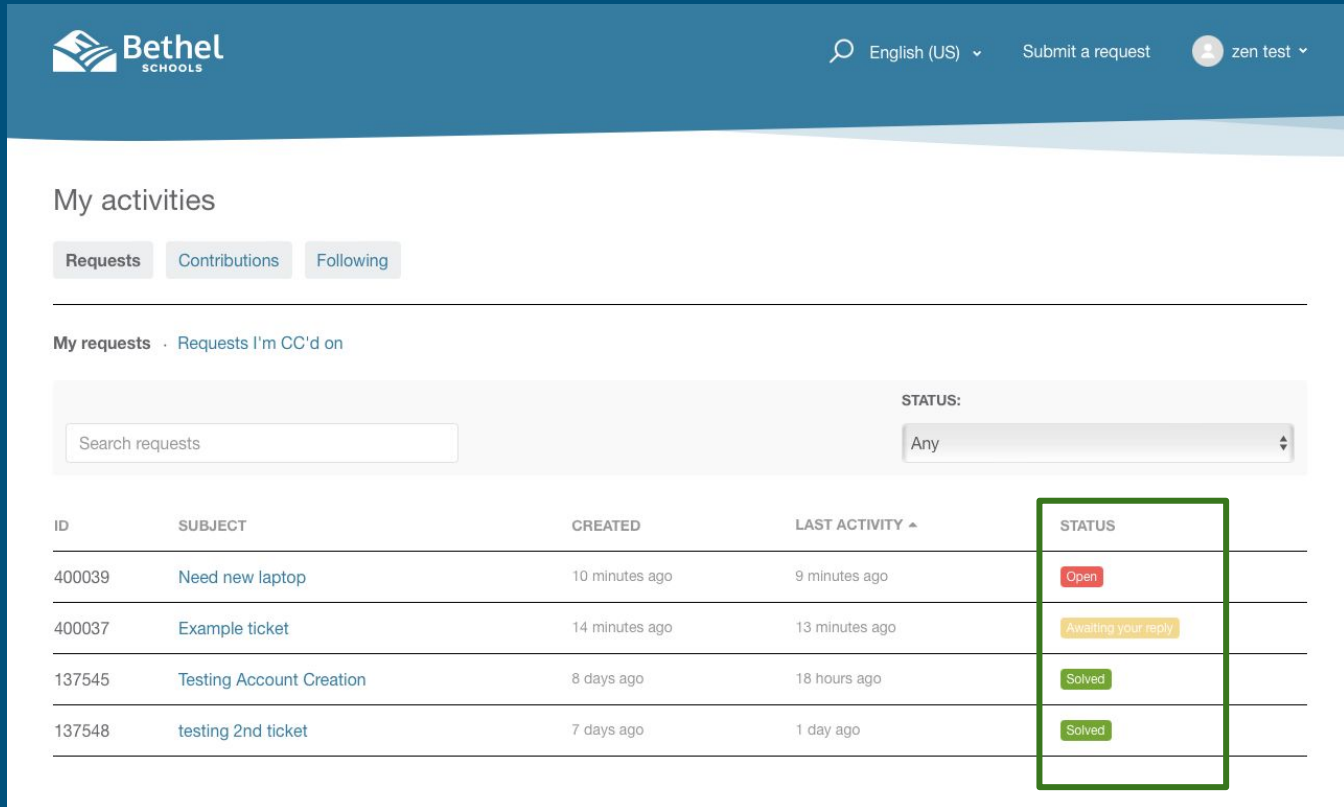
Type your question here... Search

**Announcements**  
Stay up to date with any new or ongoing issues within the district.

**Submit a Request**  
Contact the District Help Desk by filling out a simply prepared form.

**FAQ's**  
Got a quick question? Find answers for some our most recurring topics.

# Ticket status can be viewed in *My Activities*.



The screenshot shows the 'My Activities' page on the Bethel Schools website. At the top, there is a navigation bar with the Bethel Schools logo, a search icon, 'English (US)' with a dropdown arrow, 'Submit a request', and a user profile icon labeled 'zen test' with a dropdown arrow. Below the navigation bar, the page title 'My activities' is displayed. Underneath, there are three tabs: 'Requests' (selected), 'Contributions', and 'Following'. A horizontal line separates this from the 'My requests' section, which includes a sub-header 'Requests I'm CC'd on'. Below this, there is a search bar labeled 'Search requests' and a 'STATUS:' dropdown menu currently set to 'Any'. The main content is a table with five columns: ID, SUBJECT, CREATED, LAST ACTIVITY, and STATUS. The STATUS column is highlighted with a green box. The table contains four rows of ticket data.

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
400039	Need new laptop	10 minutes ago	9 minutes ago	Open
400037	Example ticket	14 minutes ago	13 minutes ago	Awaiting your reply
137545	Testing Account Creation	8 days ago	18 hours ago	Solved
137548	testing 2nd ticket	7 days ago	1 day ago	Solved

# Can I add notes to my tickets?

Yes! There are two options.

1. Select the hyperlink of the ticket subject within *My activities*.
2. Respond to the ticket from the email you received.

The screenshot displays the Bethel Schools ticketing system interface. At the top, the Bethel Schools logo is on the left, and navigation links for 'English (US)', 'Submit a request', and a user profile 'zen test' are on the right. The main content area shows the user's 'My activities' with a ticket titled 'Request #400039: Need new laptop'. The ticket is marked as 'Open' and was submitted by 'zen test' 11 minutes ago. The subject of the ticket is 'Broken screen.' Below this, there is a response form with a 'CC Add emails' field, a rich text editor with formatting options (bold, italic, list, link, image, video), a file upload area with the text 'Add file or drop files here', and a green 'Submit' button. On the right side, a sidebar displays the ticket details for 'zen test submitted this request', including fields for Status (Open), Priority, Name (Mr. Teacher), Location (BHS), Phone extension (134), Phone Number (1234), Barcode (123456), Student Name, Student ID / Lunch #, Student's Birthday, and Contact Email.

# What else do I need to know?

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- Updates to tickets will come to you via email.
- Submitting tickets on a mobile device works great!
- Some ticket types will require more information than previously requested.
- For immediate assistance, please call us at 253-800-6767.