



GenNET Self-Service Helpdesk

Quick Guide

Logon:

1. Go to <http://support.geneseeisd.org>
2. Enter your Username and Password

Changing Password:

1. Log on to the Self Service Help Desk
2. Click on the **Personalize link**
3. Type the Current Password
4. Type the New Password
5. Confirm the New Password
6. Click **Save**
7. Click **Close**

Create a New Request:

1. Click the **New Request link**
2. Select the **Priority**
3. Select the **Category**
4. Select the **Sub Category**
5. Complete the **Subject** box
6. Complete the **Description** box
7. Click **Attach file** to add a file (optional).
8. Click **Add Request**

Create a Request from Templates:

1. Click **Select Template** select the template.
2. Click **Priority**
3. Complete the **Description** box
4. Click **Attach file** to add a file (optional).
5. Click **Add Request**

Adding Notes:

1. Click the **Subject** hyperlink of the request you want to add additional information to.
2. Select the **Actions** menu
3. Click **Add Notes**
4. Enter notes
5. Check the **E-mail the technician** check box
6. Click **Add Note**

Printing a Request:

1. Click the **Subject** of the Request
2. Select **Actions**
3. Click **Print Preview**
4. Select **File**
5. Click **Print**
6. Select the **Printer**
7. Click **Print**

Adding an Attachment to a Request:

1. Click **Attach File**
2. Click **Browse**
3. Select the file
4. Click **Open**
5. Click **Attach File**

Removing an Attachment:

Click the remove Attachment icon.

Logout:

Click **Log out**