



Genesee Intermediate School District  
Technology & Media Services  
2413 West Maple Avenue  
Flint, Michigan 48507



# GenNET Self-Service Helpdesk

The GenNET Self-Service Help Desk is an innovative, web-based application that allows users to view, create, and update requests. A username and password is required.

## Logon

1. Go to the GISD Help Desk URL <https://support.geneseeisd.org>
2. Enter your Username and Password

FI

help

Self-Service  
**HelpDesk**

Username

Password

Keep me signed in |

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Help Desk Software by ManageEngine ServiceDesk Plus | 7.5.0

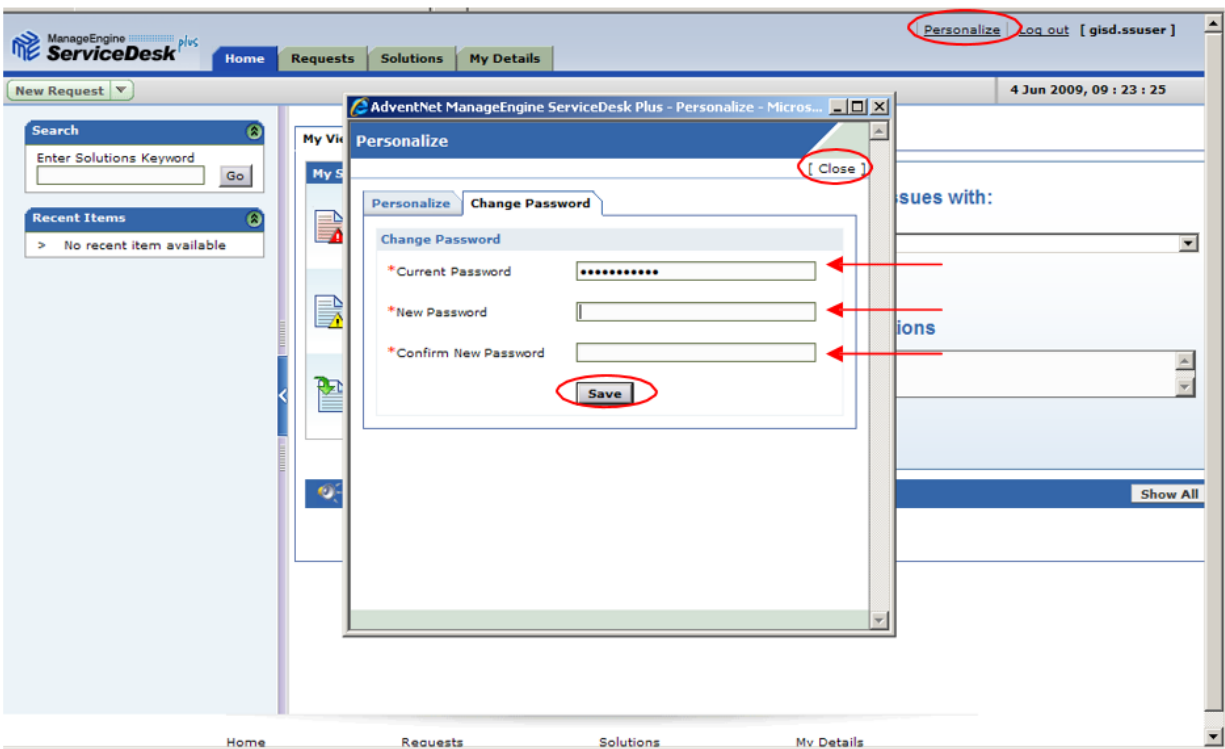
# Change Self-Service Password

All default passwords should be changed. Use the following directions for changing your Self-Service password:

1. Log on to the GenNET Self-Service Help Desk using the username & password
2. Click on the **Personalize** Link on the upper right side of the screen
3. Select the **Change Password** tab
4. Type in the default password in the **Current Password** field
5. Type in the new password in the **New Password** field
6. Confirm new password by typing password again in the **Confirm New Password** field
7. Click **Save**
8. Click **Close**

Note: the password is changed when this confirmation notice appears

 SUCCESS :Password modification successful.  
Please relogin for the change to be effected.



# Requests

The **Home Tab** is the core area for creating and managing Requests. You can create a **New Request**, or create a Request using a **Template**. **Templates** fill in the fields that are typically the same for all Requests of that type.

You may view open and/or closed Requests logged for you.

The screenshot displays the ServiceDesk interface with the 'Requests' tab selected. The top navigation bar includes 'Home', 'Requests', 'Solutions', and 'My Details'. A 'New Request' button is visible in the top left. The main content area is divided into several sections:

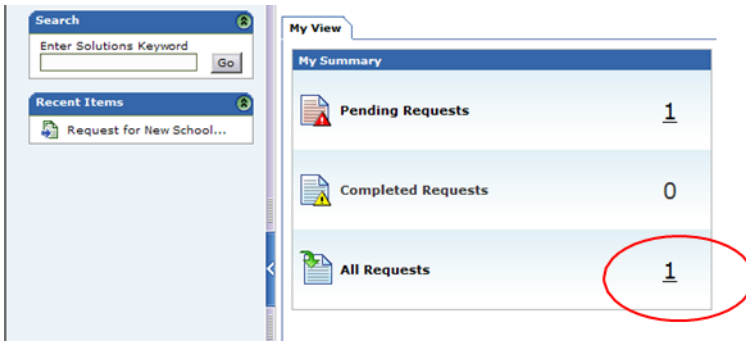
- Search:** A search box with the text 'Enter Solutions Keyword' and a 'Go' button.
- Recent Items:** A list showing a recent item: 'Request for New School...'
- My View:** A summary table of request counts:


| Category           | Count |
|--------------------|-------|
| Pending Requests   | 1     |
| Completed Requests | 0     |
| All Requests       | 1     |
- I am having issues with:** A dropdown menu with 'Select Template' selected, circled in red.
- Search Solutions:** A search box with a 'Search' button.
- Announcements:** A section with the text 'No announcement exists in the system.' and a 'Show All' button.

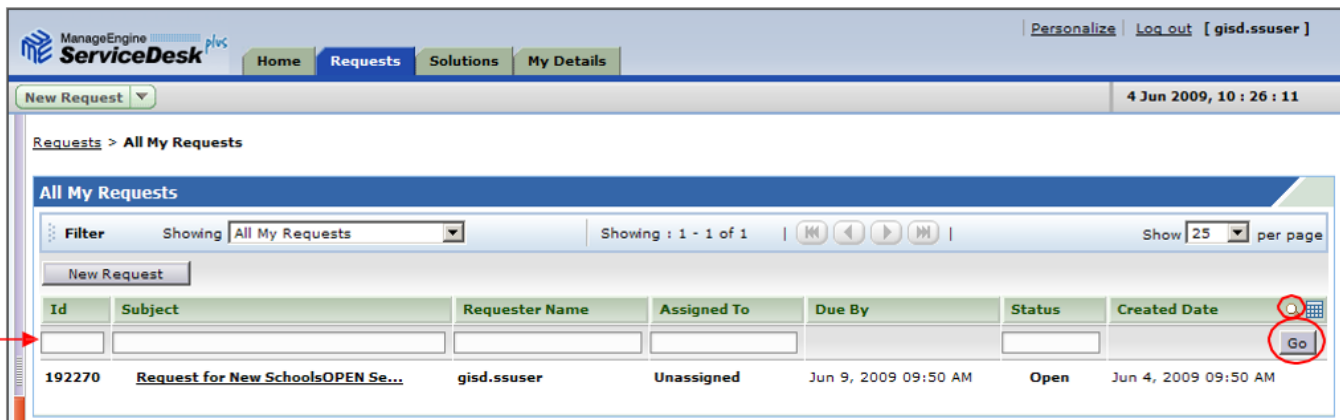
The bottom navigation bar shows 'Home', 'Requests', 'Solutions', and 'My Details'.

# List Requests

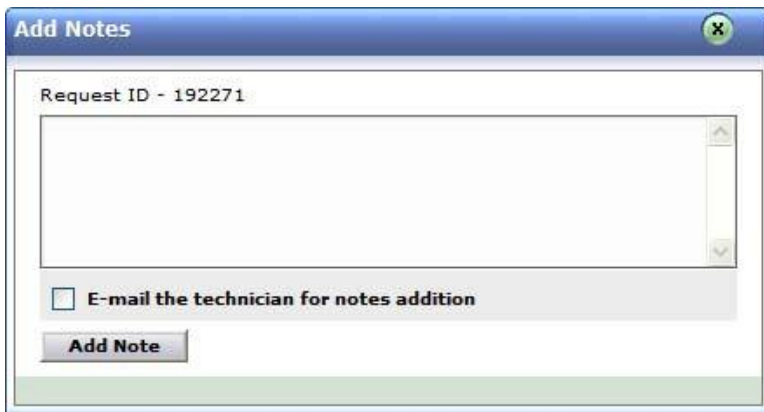
1. From the **Home Tab**, (this is the default screen once a user has logged in to the Self Service Help Desk) to view open, closed or all Requests, click **All Requests** in the **My View** tab.



2. You may also **Search** for a Request by Request #, status, name, or subject. First click the **Magnifying Glass**  (located in the right corner above the requests), then enter the search criteria, then click **GO**.

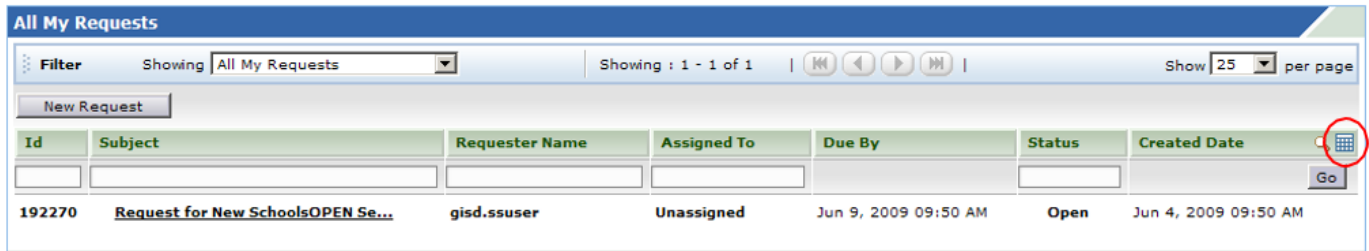


To modify a Request you created (your username appears under **Requester's Name**), click the Subject hyperlink. Then select the **Action** menu, and click **Add Notes**. You may now enter any notes as needed and then click add notes. To email the technician assigned to this request, click the check box. When finished, click **Add Note**.



## Modifying Columns

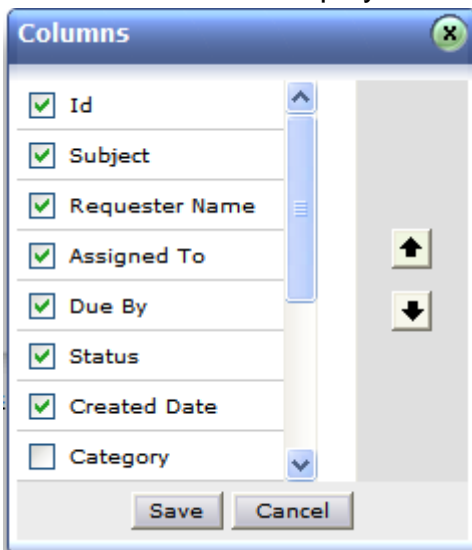
1. From the **Request Tab** click on the columns icon



The screenshot shows the 'All My Requests' interface. At the top, there is a filter section with a dropdown menu set to 'All My Requests' and a 'Showing: 1 - 1 of 1' indicator. Below this is a 'New Request' button. The main area contains a table with the following columns: Id, Subject, Requester Name, Assigned To, Due By, Status, and Created Date. A red circle highlights a small icon in the top right corner of the table header, which is used to open the column selection dialog.

| Id     | Subject                           | Requester Name | Assigned To | Due By               | Status | Created Date         |
|--------|-----------------------------------|----------------|-------------|----------------------|--------|----------------------|
| 192270 | Request for New SchoolsOPEN Se... | gisd.ssuser    | Unassigned  | Jun 9, 2009 09:50 AM | Open   | Jun 4, 2009 09:50 AM |

2. Once the pop-up window has appeared, select the check boxes for the column headings that will need to be displayed.

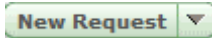


The 'Columns' dialog box is shown, allowing users to select which columns to display. The list includes: Id (checked), Subject (checked), Requester Name (checked), Assigned To (checked), Due By (checked), Status (checked), Created Date (checked), and Category (unchecked). There are 'Save' and 'Cancel' buttons at the bottom.

# Creating a Request

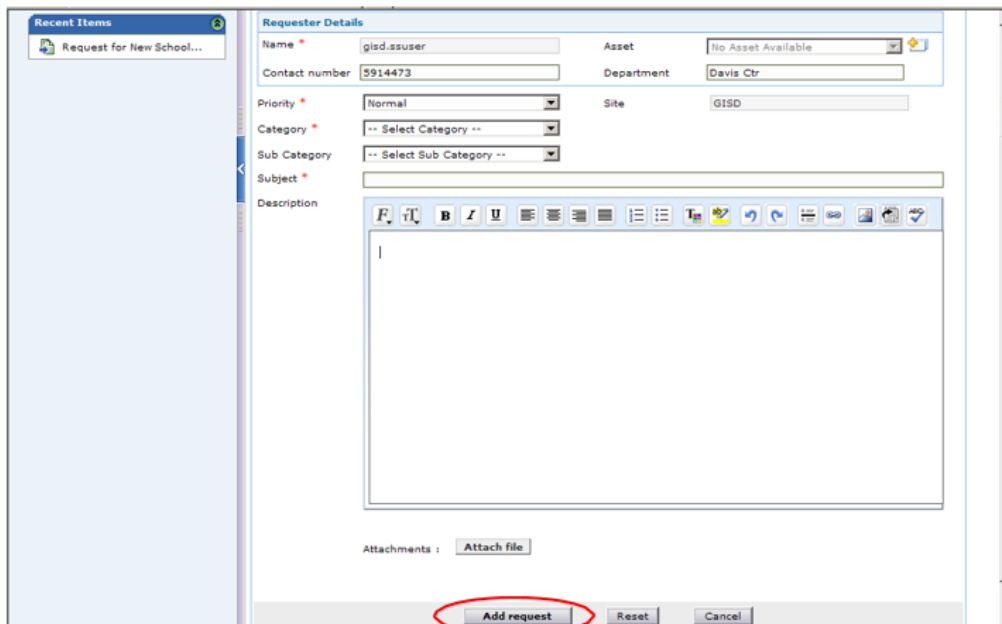
From the **Home Tab**, do one of the following:

1. Create a Request from **New Requests**:



- Click **New Request** link on the upper left side, below the helpdesk icon. The Request tab becomes active. The requester details are filled in for the requester.
- Click the **Priority** drop-down arrow and select the appropriate priority. Priorities are defined as follows:
  - Low – Resolved within 2 weeks
  - Normal – Resolved within 72 hours (3 business days)
  - High – Resolved within 24 hours (1 business day)
  - EMERGENCY – Resolved within 4 hours. **NOTE:** If entering an emergency request, please follow-up with a phone call to 591-4473.
- Click the **Category** drop-down arrow and select the appropriate category
- Click the **Sub Category** drop-down arrow and select the appropriate sub category
- Type in the **Subject**
- Complete the **Description** box by typing in the detailed problem/request. Include any needed error messages and any troubleshooting performed. If this request is for someone else, please be sure to include their user name, phone number, building and room number.
- Click **Attach file** to add a file to the request, (for details please see the section **Adding an Attachment to a Request**). You must attach the file before submitting the request.
- Click **Add request** when finished.

**Note:** The **Reset** button to clear the form and start over.

A screenshot of a web application form titled "Requester Details". The form contains several fields: "Name" (gisd.ssuser), "Asset" (No Asset Available), "Contact number" (5914473), "Department" (Davis Ctr), "Priority" (Normal), "Site" (GISD), "Category" (Select Category), and "Sub Category" (Select Sub Category). Below these fields is a "Subject" text box and a "Description" text area with a rich text editor toolbar. At the bottom, there is an "Attachments" section with an "Attach file" button, and a row of three buttons: "Add request" (circled in red), "Reset", and "Cancel".

## 2. Create a Request from **Templates** (Formally Quick Tickets):

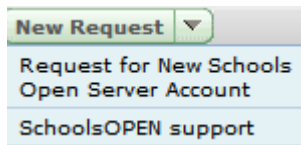
Choose one of the following:

- a) Click **Select Template** drop down arrow in the “I am having issues with” area. Select the appropriate Template from the list. The Template will now appear.

A screenshot of a web form. At the top, it says "I am having issues with:" in blue text. Below this is a dropdown menu with a light blue background and a small downward arrow on the right. The text inside the dropdown is "Select Template".

OR

- b) Click the drop down arrow next to **New Request**. Then select the **Template** from the drop down list.

A screenshot of a web form. At the top, it says "New Request" in a grey box with a small downward arrow. Below this is a dropdown menu with a light blue background. The text inside the dropdown is "Request for New Schools", "Open Server Account", and "SchoolsOPEN support".

- Click the **Priority** drop-down arrow and select the appropriate priority. Priorities are defined as follows:
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  - High – Resolved within 24 hours (1 business day)
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- Click **Add request** when finished.

**Note:** The **Reset** button to clear the form and start over.

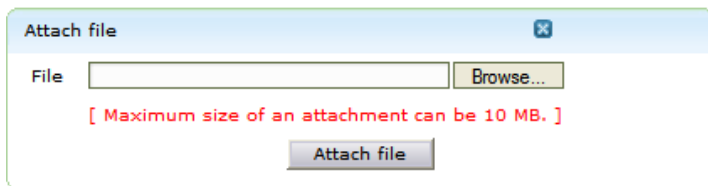
## Adding an Attachment to a Request

Attachments can be added to a Request prior to clicking **Add request**.

**To add an attachment to a request:**

1. Click **Attach File**. The **Add Attachments** window appears.
2. Click the **Browse** button in the **Attach File** box. The **Choose File** window appears.
3. Navigate to the directory where the required file is located and select the file. Click the Open button.
4. Click the **Attach File Button**.

**Note:** Maximum size of an attached file can only be 10 MB.



Attach file


File  Browse...

[ Maximum size of an attachment can be 10 MB. ]

Attach file

**To remove an attachment from a request:**

1. Click on delete icon to the right of the file and size.

| File                  | Size  |   |
|-----------------------|-------|---|
| Attendance070-MP3.csv | 960 B |  |

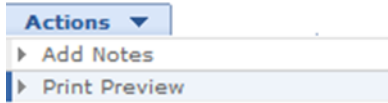


# Printing a Request

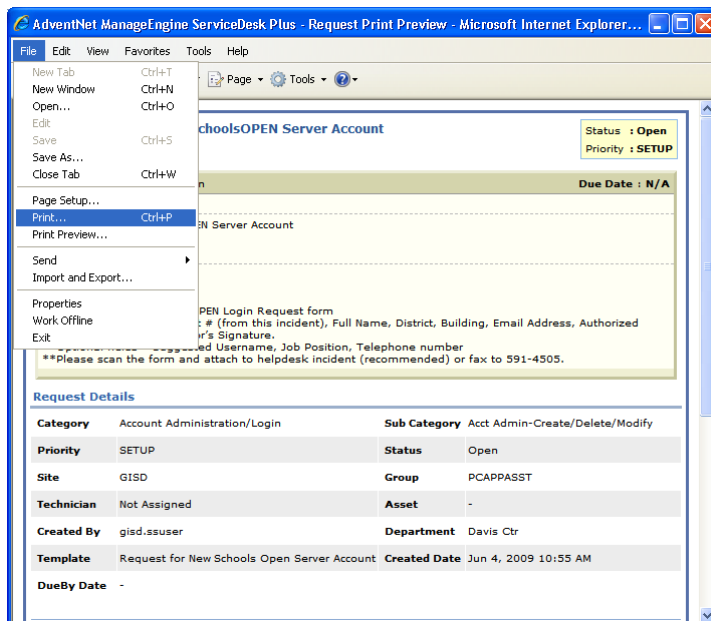
You may print *your* Requests as needed.

## To print a Request:

1. From the **Requests Tab**, click **Subject** of the Request
2. Select **Actions** then click **Print Preview**



3. The Print Windows appears
4. Select **File** then click **Print**
5. In the **Select Printer** list, select the printer to which you want to print.
6. Click **Print**. The Request prints to the designated printer. Close the **Print Preview** window to return the list of Requests



## Questions

*If you have questions, please feel free to contact us at [helpdesk@geneseeisd.org](mailto:helpdesk@geneseeisd.org).  
Thank you!*