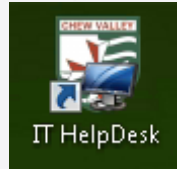


ICT Helpdesk

If you are logged onto the school network, you can access the helpdesk via the shortcut on your desktop.



Alternatively the ICT Help desk is available at <http://helpdesk.chewvalleyschool.co.uk>

A screenshot of the Chew Valley School ICT Helpdesk website. The page has a dark grey header with the school crest on the left and a navigation bar with "IT Helpdesk" and "+ New Tab". The main content area is white and contains a welcome message, a list of actions (Create Helpdesk Tickets, Create Change Requests, Review progress), login instructions, a login form with fields for Username and Password, and a "Login" button. Below the login form, there is a section for checking the status of open help requests, listing two tickets with their details. At the bottom, there is a form for reporting an IT issue, with fields for Summary and Description.

CHEW VALLEY

IT Helpdesk + New Tab

Welcome to the Chew Valley School ICT Helpdesk.
From this website you can:

- Create Helpdesk Tickets to resolve your ICT issues
- Create Change Requests
- Review progress on your existing ICT issues.

If you are logging in externally, please use your Email address as your Username.
Thanks for using the Helpdesk! - The ICT Team.

Complete the form below to get started.

Username:

Password:

Check the status of your open help requests below.

- [LWoodgate PC failing to connect to domain](#)
Ticket #5790 — opened on 16-06-2015 @ 10:02 AM
- [Backup Staff data to external drive](#)
Ticket #5697 — opened on 05-06-2015 @ 11:40 AM

For help with an IT issue you are experiencing, please complete the form below.

Summary:

Description:

Staff can log into the Helpdesk with their username to raise tickets and check on the resolution of incidents/problems.

Problems that are not reported to the Helpdesk do not adhere to any of our target resolution times.