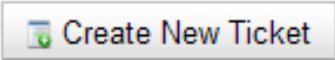




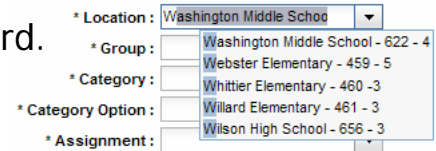
eHelpDesk

LBUSD Information Services HelpDesk

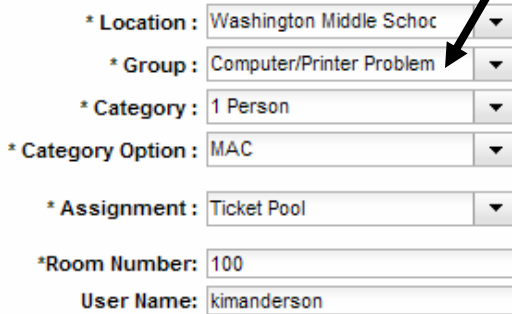
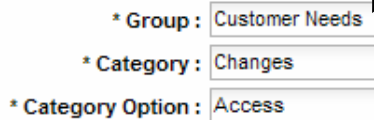
Create a HelpDesk Ticket

1. Go to the **Portal**, a.k.a. **MyLBUSD**
<https://portal.lbschools.net/>
2. Log in with the same username and password that you use to log in to your computer.
3. Once logged in, click **Applications** and select **eHelpDesk**
4. Click **Create New Ticket** 
5. For **Location**, hit the first letter of your site on your keyboard. For example, hit "W" to jump to Washington.
6. For **Group**, select **Computer/Printer Problem**

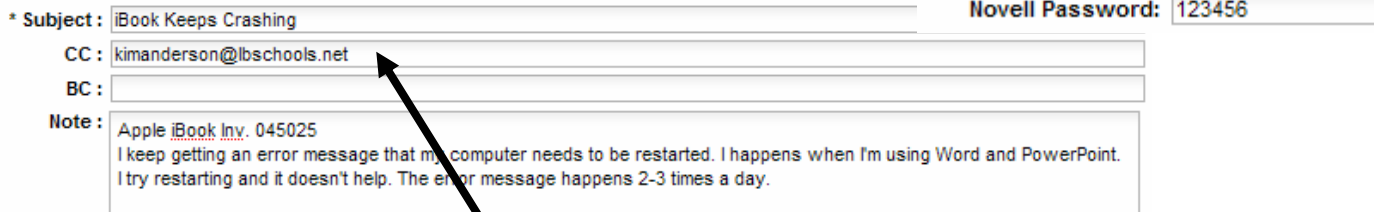




OR... If you are having a login issue, select **Customer Needs**


7. Enter the equipment's 6-digit inventory as **Asset**.
8. Describe the problem in detail in the **Note** area.



9. Type your school technology coordinator's e-mail address in the **CC:** area.
10. Click **Save Changes**
 - Your ticket number will appear in the upper, left corner.
 - If you want to check on the status of your ticket, make changes, or add information to your ticket, follow steps 1-3, then click on your ticket. Make sure you save your changes.