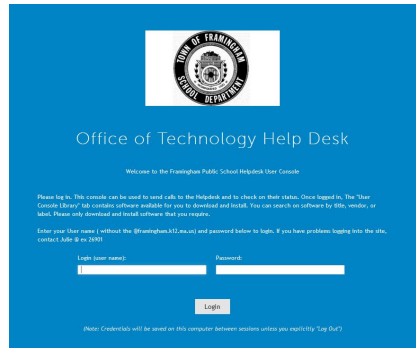


FPS Helpdesk User Portal - KACE

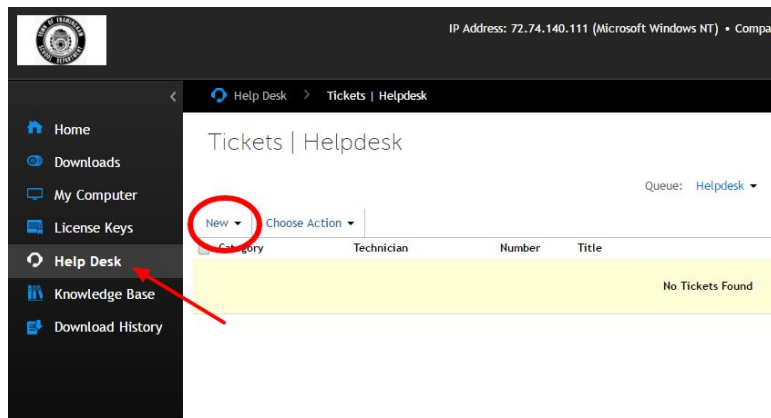
The Office of Technology has an online system that allows users to create their own Helpdesk work orders, monitor open Helpdesk requests and download certain predetermined software. To enter your own helpdesk tickets into our system please allow the steps below.

To access KACE (helpdesk), type in <http://helpdesk/> or <http://k1000.fpsnet.org/>

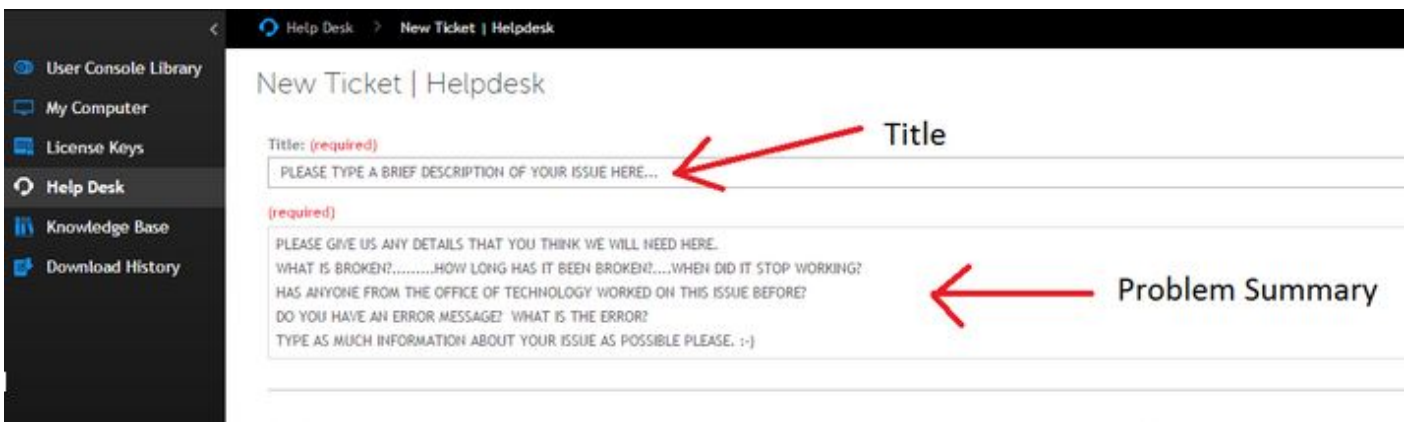
The screenshot below will appear. - Type in your Network username and password.



To create a New Ticket, click on **Helpdesk** in the User Console on the left side of your screen, then click New. To check if you solve your issue on your own, click on **Knowledge Base**. This is a dynamic library of common solutions that we will continually update.



Enter Title and Description - please refer to the screenshot of what to include. You can also click 'choose file' to add an attachment.



Choose an Impact - indicate who the ticket is impacting. If you have a request or general question, please use the category "General Request".

Impact: (required)

Please select one...

- Please select one...
- District Wide Outage
- Building Wide Outage
- Many people can't work
- Many people inconvenienced
- 1 person can't work
- 1 person inconvenienced
- General Request

Building: Please select one...

Category: Software, Edulog

Cancel

Session Timeout: 00:44:03 - 08/12/2015 10:45:14

Select your Building and Department

Impact: (required) Please select one...

Building: Please select one...

Department: Please select one...

Category: Please select one...

Request Category - Please attempt to be as accurate as possible, if you don't see your category, let us know in the required section above. Please note that after you choose the initial category, subcategories will appear.

Account - Network account issues only

Hardware - Piece of equipment

Network - If you have issues connecting to the Network, choose this and let us know how you connect.

Software - Any program.

Click **SAVE** and the Helpdesk will be notified of your new ticket. If you need to contact the helpdesk , you can call x26901 or 508-782-6901 (8AM-4PM) or email Helpdesk@framingham.k12.ma.us (24/7).

Other Categories on User Console:

Downloads - a list of software that you can install on your own.

User Console Library List Refreshed: 08/12/2015 10:53:20 Aut

View By: All Items

Name	Publisher	Version	Description
Restart Print spoder service			Restarting spooler
Instal Google Drive	Google, Inc.	1.4.3365.1552	

My Computer - a list of software and hardware that is on your device

License Keys - if the software available to you requires a license key, you can access your individual key here.

Knowledge Base - a catalog of How-to Articles. Before entering a helpdesk ticket, please check the knowledge base to see if you can find an answer.

Knowledge Base Articles List R

View By:

ID	Title	Category	Platform
KB:00002	Create an iTunes Account without a Credit Card	iPad	iOS
KB:00001	Creating or transferring an account on Discovery Education	Curriculum	ALL
KB:00003	Discovery Ed. on iPad or Chromebook	Software	Chromebook, iOS

Download History - if you have downloaded software through the KACE console, a list of your downloads will appear here.