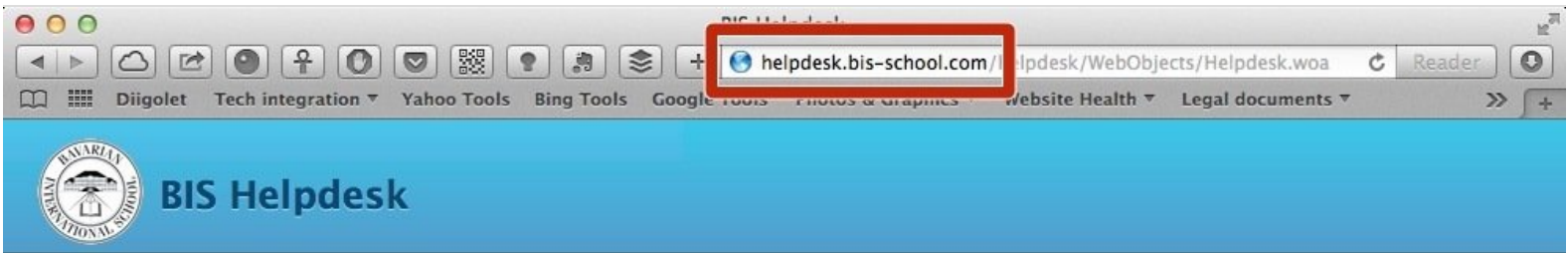


BIS Help Guides

How to write a support ticket

When things go wrong, you'll want someone to help as soon as possible. Problem is, we all do. The best and most efficient way to get support is to send a ticket through to our helpdesk system. Here is how to.

Written By: BIS Edtech Team



Welcome to the Web Helpdesk at Bavarian International School.
For teachers and administrative staff please login with your network login id and password.

Please Note:

If you are a Parent and would like to use the system please press the button below labelled 'New Account' to create a new account.

Log In

User Name

Password

☒ Remember me

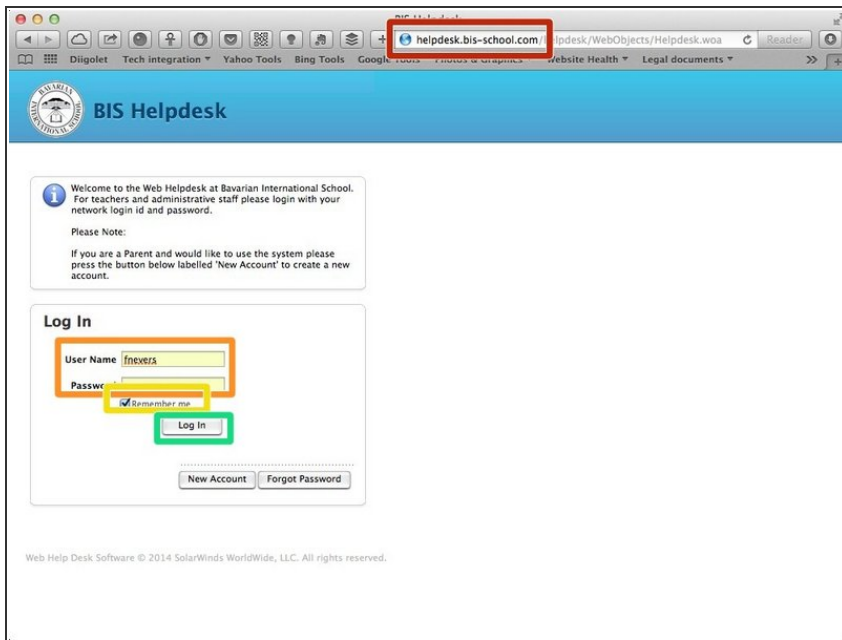
Web Help Desk Software © 2014 SolarWinds WorldWide, LLC. All rights reserved.

INTRODUCTION

In this guide, you will learn how to:

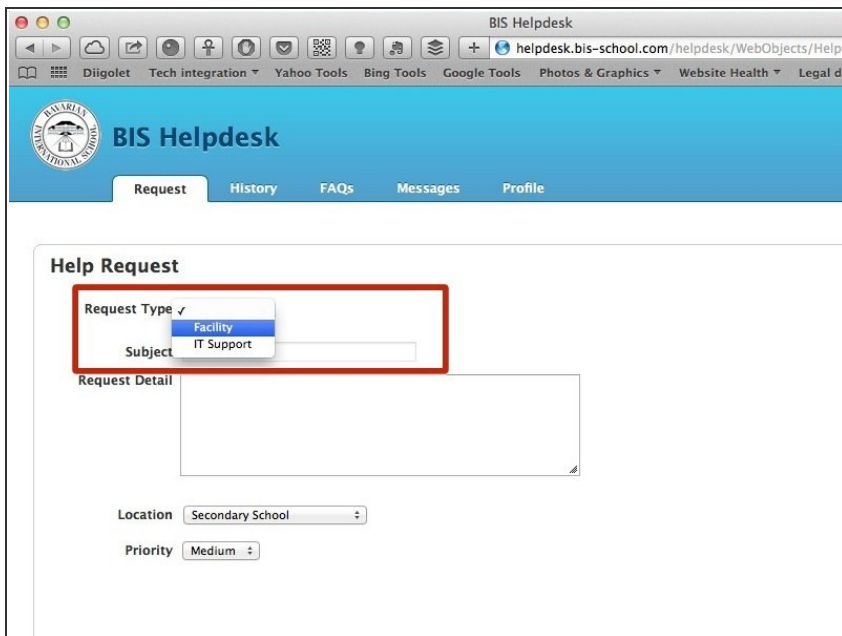
- Login to the Helpdesk system
- Create your ticket

Step 1 — Visit the BIS Helpdesk page



- Visit <http://helpdesk.bis-school.com>
- Type your login credentials (same as your email account)
- You can check 'Remember me' so you are kept logged in to the system for a longer period of time
- Click 'Log In'

Step 2 — Choose your options



- Using the drop down boxes, you need to select what your query is about
- ⚠ You must choose an option for all of the drop down boxes you are presented with

Step 3 — Fill in your request form

- Please provide as much information as possible. Do remember that your request will be dealt with by real humans, so please be courteous as possible.
- Set the priority for your request. Please use your professional judgment here.
- Click 'Save' when you have completed your request
- ❗ You may need to click on the 'Save' button twice

Step 4 — Check confirmation details

- A confirmation message should show up
- A confirmation message will also be sent to you
- You may check all of your requests on the 'History' page. However, you will always receive emails when your request status changes.