

MPS Helpdesk

Purpose

- Allows users to send helpdesk work request for technology related issues.
- Allows users reference Millard’s Knowledge Base for technology related issues.
- Allows users to install District approved software directly to their District computer.
- The Helpdesk website is available inside and outside the MPS network.

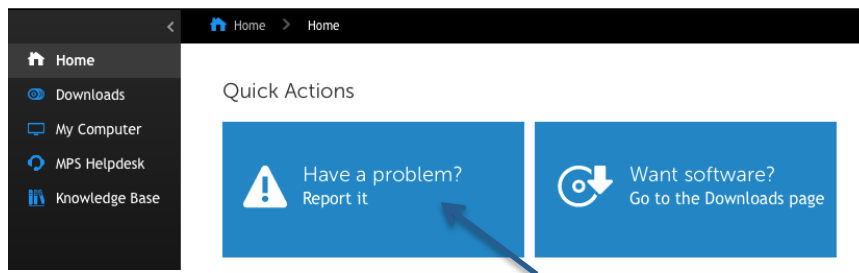
How to Login into the Helpdesk

1. Launch a web browser.
2. Navigate out to the URL <https://helpdesk.mpsomaha.org>
3. From the login window enter your Active Directory (AD) username and password. (This is the username and password you use to log into your computer.)
4. Click Login

How to Enter a Helpdesk Work Request

- Allows users to send helpdesk work request for technology related issues. These tickets will be assigned to the building or District technology representative based on the type of request.

1. From the Home tab, click on the “Have a Problem” button.



2. The New Request window will open.
3. Fill in the field “Title – Short Description of Problem.”
4. Select your building from the “Building” pull down menu.
5. In the “Comment” field enter the details of the computer issue you are experiencing. If you have a screen shot or a document that is experiencing a problem upload it using the “Choose File” button.

Title: (required)

Building: (required)

Comment:

Attachments:

[Add Another Attachment](#)

Screenshots:
[Paste Screenshot](#)

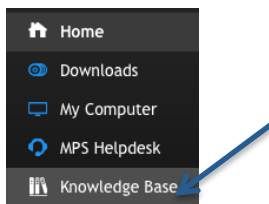
6. Click Save to submit your work request to the technology division. At this point your request goes straight to technology and assigned to a technician.

How to View a Submitted Helpdesk Work Request

- Emails: After you submit a Helpdesk work request you will receive emails from studenthelpdesk@mpsomaha.org communicating updates to your submitted work order.
- Helpdesk Website: After you submit a Helpdesk work request you can log back into <https://helpdesk.mpsomaha.org>, click on the “MPS Helpdesk” tab. This window will list your submitted Helpdesk work requests, click on any of them to see their details and the responses from MPS District Technology.

Helpdesk Knowledge Base

- Allows users reference Millard’s Knowledge Base for technology related issues.
1. After you log into <https://helpdesk.mpsomaha.org> click on the “Knowledge Base” tab.



2. In the “View By” field enter a keyword for what you are searching for. Example: Mobile
3. From the resulting list, click on one of the Helpdesk Knowledge Base articles to see the details of the article.

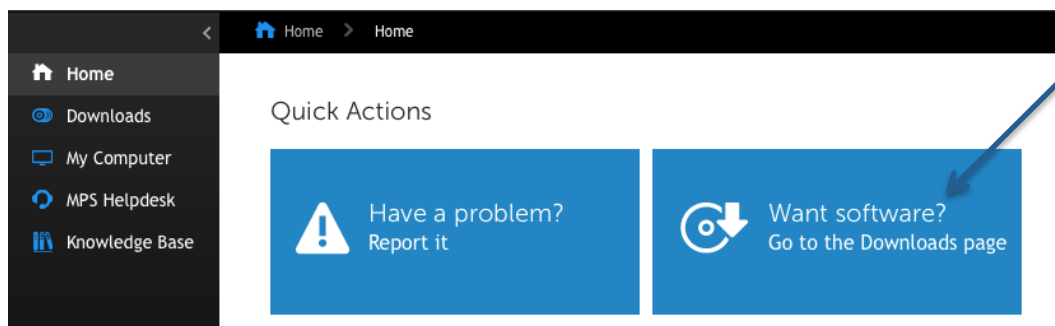
View By: All Items -

ID	Title	Category	Platform	Importance	Rating	Votes	Views
KB:00170	Adding MPS Printers on Windows 7 Computers via Printer Wizard	Printing	Win	2015/10/29	0.00	0	362
KB:00333	Adding MPS Printers on Windows 8.1 Computers via Printer Wizard	Printing	Win	2015/10/29	0.00	0	10
KB:00347	Adding MPS Printers to Windows 10 Computers via Printer Wizard	Printing	Win 10	2016/06/14	0.00	0	120
KB:00340	High School Print Kiosks	Printing	Win / Mac	2015/12/05	0.00	0	16
KB:00341	HP Stream Basics	Procedure	Win	2015/12/07	0.00	0	19
KB:00310	Printing from iOS devices with PaperCut	Printing	Mobile	2015/10/29	0.00	0	129
KB:00334	Using the MPS Student Helpdesk	Procedure	Win/Mac	2015/10/29	0.00	0	17
KB:00335	Windows 8.1 Basics	Software	Win	2015/10/29	0.00	0	10

1 to 8 of 8 First Previous 1 Next Last Show 250

Helpdesk: Downloads

- Allows users to install District approved software directly to their District computer.
1. After you log into <https://helpdesk.mpsomaha.org> click on the “Want Software” link or “Downloads” tab.



2. You will see a list of district approved software available for download.
3. Search for the piece of software you would like to install and click on the resulting link.
 - Example: LoggerPro
4. The window for the selected software will open. At the bottom of the window click the Install button.
 - Note: Read the instructions on the installers to see if there are any special conditions for the software install.
 - Note: If the install button does not appear, please contact your building technology support or try again later in the day.

Helpdesk: Other Features

- Twitter: The Technology Division’s Twitter feed will communicate any issues that we are currently experiencing.



- **Announcements:** Current technology announcements will be posted on the main Helpdesk window. The Technology Division shares out important information in this area.

Announcements

iOS 9 for Staff & Student iPads

10/29/2015 11:35

All district iPads may now update to iOS 9. To update an iPad launch the Settings app, select General from the left, select Software Update... [Show More](#)

Filtering Changes on iPads

10/29/2015 11:31

Changes have recently been made on all district iPads. For more details please talk to your building technology facilitator or initiator. ... [Show More](#)

Google websites on 1-2-1 devices

01/05/2016 17:44

There is currently an known issue that is preventing users from searching within Google or going to any Google websites. In the meantime, u... [Show More](#)

- **Helpful Links:** Links that are helpful will be highlighted under this section of the main Helpdesk window.

Helpful Links

[MPS - Staff iPad Resources](#)

[MPS - Technology Procedures](#)