

Helpdesk User Guide

2022 Basic Version

Techs4Education are improving the way we manage the Helpdesk tickets from our schools and we have decided that from January 2022 we are migrating to a better Helpdesk Solution. Not only is the Helpdesk more intuitive for the engineers resulting in faster response times for you. The Helpdesk is also more secure as we have enabled 2-factor authentication to ensure your tickets and information are as safe as possible.

Below you will find the basic version of our Helpdesk User Guide that will show you how you can raise an IT ticket if you have any IT related questions or problems.


How to Access the Helpdesk

You can access the *Techs4Education Helpdesk* either by double clicking the *IT Helpdesk* icon on your desktop:



Or, by typing the following address into a web browser (*Techs4Ed recommend using Google Chrome*):

techs4ed.co.uk


**Techs4 Education Ltd IT Portal**
An Excalibur Communications Company

[Helpdesk Login >](#) [Engineers Portal](#)

Important Information: Please note, that this is an extremely busy time of year for us and we will work through the cases as quickly as possible. We appreciate your patience during this time.


HELPDESK SUPPORT

If you are experiencing any IT-related issues, or simply have a question or concern, then please contact the Education Support Team.

[Raise a Case](#)


PHONE SUPPORT

If you are unable to raise a case then please call the Education Support Team who will be able to raise a support ticket on your behalf.

[02380 170108](#)

REMOTE SUPPORT

Please use this option if a member of the Education Support Team has directed you.

[Remote Support](#)

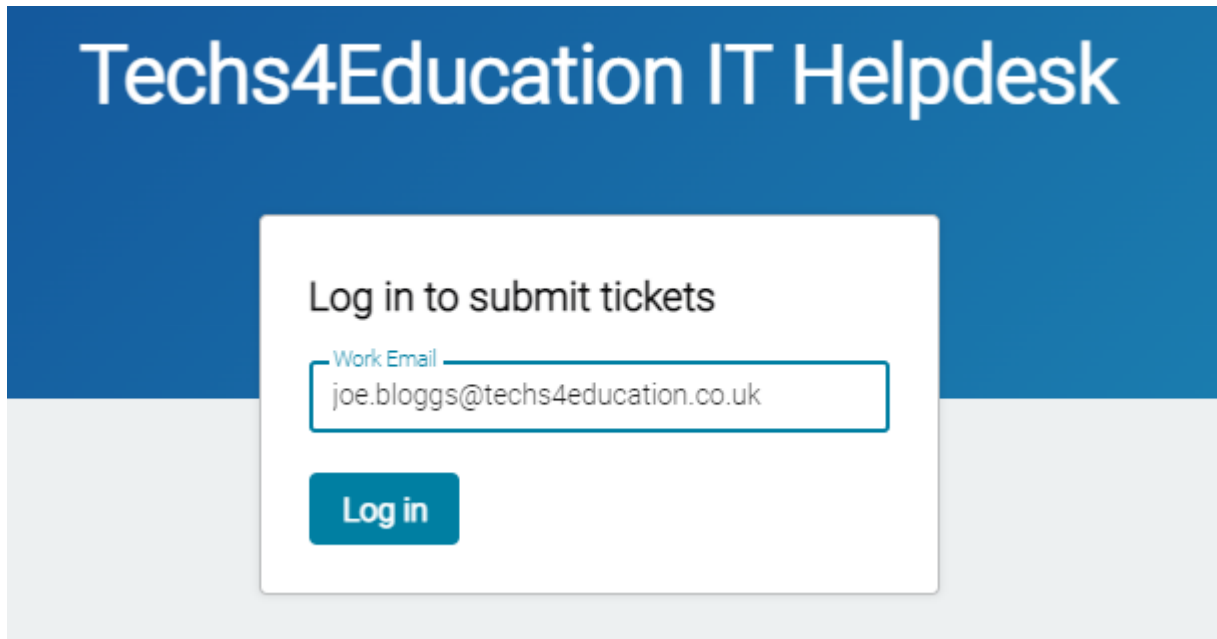
If you are having trouble raising a helpdesk case, please give the team a call on 023 8017 0108 where one of our support engineers will be happy to help. Need help raising a case on our helpdesk? For a detailed guide on how to raise a helpdesk case, please check out the [helpdesk user guide](#).

When you arrive at the IT Portal Page you need to select the “Raise a Case” Option.

Logging in to the Helpdesk

You will be presented with the login page below, please type your school email address and then select the *log in* button.

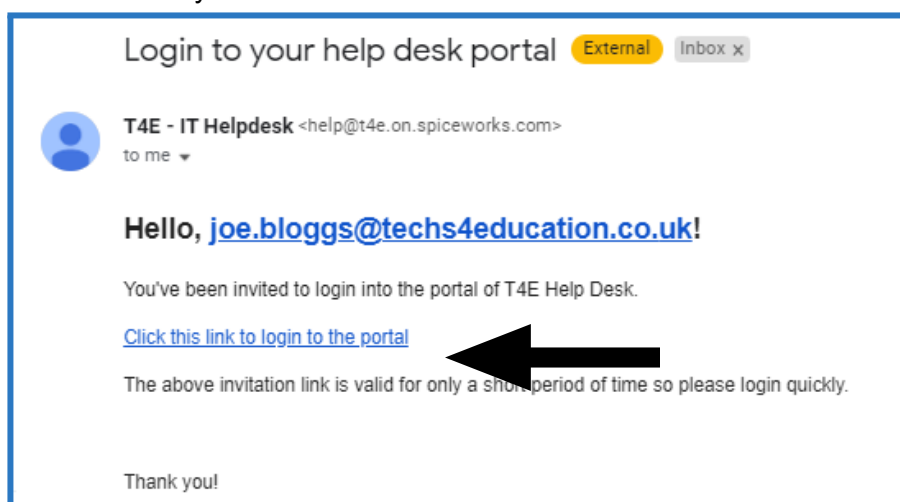
Please note: you **MUST** use your school email address to login - we do not allow personal email addresses to raise cases.



When you have successfully logged in, you will receive a green pop message saying that you have been sent an email login link.



Log in to your school email account, select the latest email from **T4E - IT Helpdesk** and then click the link as instructed by the email.



You will now be successfully logged into the IT Helpdesk where you can submit, view and add information to tickets. If you have other cases currently open you will also be able to see those so that you can check the status of the case or any notes from the engineers.

Submitting a Ticket

To raise a ticket, simply click the **+ Submit a ticket** button



Techs4Education IT Helpdesk

You have no tickets at the moment. Press create a ticket above if you need to request something from IT or Maintenance.

Fill out the form with as much information regarding your request as possible and then click **Submit**

Techs4Education IT Helpdesk

Submit an IT Help Desk Ticket

Please fill out the form below to raise an IT help desk ticket. Please input as much information as you can to help us resolve any problems more efficiently. You can attach files at the bottom of this form; great for screenshots or problematic files. If you require any help with raising a ticket; please speak to your onsite IT Technician. Please Note: You must use your school email address to raise helpdesk tickets.

Summary (required)

Cannot print

12 / 255

Description (required)

I am unable to print to the library printer from my laptop.

Please can you help?

Thanks, Joe

93 / 2000

Category (required)

T4E

Phone Number (Optional)

0 / 255



Attach a file

Submit

Your ticket will be submitted to the Techs4Education Support Team and you will receive a successful ticket notification and a receipt email of your ticket.




Thank you! Your case has been successfully submitted to the Techs4Education IT Support Team.



Ticket Receipt Email

[Ticket #6437] Cannot print External Inbox x



T4E - IT Helpdesk <help@t4e.on.spiceworks.com>
to me ▾

-- Reply above this line to add a comment --

Ticket #6437 Created by joe.bloggs@techs4education.co.uk

Cannot print

I am unable to print to the library printer from my laptop.

Please can you help?

Thanks, Joe

This is an automated response. Your issue has been noted. We'll be in touch soon.

Please reply to this email with any additional details.

The Techs4Education Support Team

To raise a new or check an existing case, click the link below.
<https://t4e.on.spiceworks.com/portal>

You can reply to the ticket at any point by replying to the email or by logging into the Helpdesk Portal.

Notifications

You will receive ticket updates via email notifications from the assigned engineer as they work on your ticket.

Please note that response and resolution times for tickets are based on your schools managed service level agreement with Techs4Education.

Unable to Raise a Ticket?

If you are unable to raise a ticket, please speak to your regular onsite support engineer who will be able to demonstrate the helpdesk ticket system.