



Log into the Technology Helpdesk Application

Using any browser, go to <http://galenapark.gethelphss.com/Login/landing>

1. Click Sign In



Galena Park Independent
School District

Sign In

2. Sign in with your universal email and password and click Sign in. *Note: If you have two-factor validation enabled, you may be asked to validate this login attempt.*



Sign in

username@galenaparkisd.com

[Can't access your account?](#)

Next



< testuser@galenaparkisd.com

Enter password

Password

[Forgot my password](#)

Sign in

3. If prompted for Staff/Student ID, click "I don't know my ID".

Hello! You must be new to GetHelp.

Please confirm your staff / student ID below so that we can better assist you.

ID:

Submit

[I don't know my ID](#)

4. New Help Desk Dashboard

Dashboard

Create Ticket

Galena Park Independent School District

Test User

Welcome, Test!

+ Create Ticket



Submit a new Ticket

5. Click Create Ticket

Dashboard [Create Ticket](#) Galena Park Independent School District [Test User](#)

Welcome, Test!

[+ Create Ticket](#)

6. Select an appropriate category for your issue.

What seems to be the problem?

DLAC Support Request
For Teachers needing DLAC assistance with Training and Testing

Technology Support
For assistance with all other technology needs.

1 Problem Type 2 Description 3 Contact Info

7. If needed, select a sub category.

What seems to be the problem?

[Technology Support](#)

Cisco Phone/Jabber Help
Use this request for any problems with a Cisco phone, Unity voicemail or help with your Jabber account.

Computer Issues
Desktop, Chromebook or other hardware related issues.

Internet Filter
Use this to request a site to be blocked or unblocked.

Printers and Peripherals
Use this request if your printer, scanner or any other peripheral needs service.

Software/Digital Resource
This is for District Software and Digital Resources. This is to be used to add Teachers or Students to a program.

1 Problem Type 2 Description 3 Contact Info

8. Fill in the form fields with the requested information. Be as descriptive as possible. Some forms also provide the ability to upload pictures which can aid in solving your technical issues. Click Next when complete.

Please describe the **Computer Systems** ticket:

* Summary:
Not Sure? Let's help get you started. 0/100

* Description:
0/500

Attachments:

[Next](#)

Previous 1 Problem Type 2 Description 3 Contact Info

Submitting a New Ticket



9. You may be asked for contact details. This information is required for proper routing of your ticket.

What's the best way to reach you?

* Site: A Site is required

* Room: A Room is required

Phone Number:

☐ Save number to profile



Submit



For Site, type your campus/site name.

* Site: x

* Room:

Phone Number:

☐ Save number to profile

Submit

For Room: Enter your room/office/cubicle number.

* Room:

For Phone Number: enter a number/extension where you can be reached.

Phone Number:

☐ Save number to profile

10. Click Submit. A confirmation for your ticket submittal is provided.



Submit

Dashboard [Create Ticket](#) Galena Park Independent School District [Test User](#)

Welcome, Test!

Ticket Submitted! x

Your Ticket Number: 32

A service technician will contact you if more information is required

[View Ticket](#) or [Return to Dashboard](#)

Submitting a New Ticket



Review Your Open/Closed/Resolved Tickets

1. Click Dashboard

Dashboard

Create Ticket

2. Filter by selecting Open, Resolved, Closed or All Tickets from the drop down menu

Show Open Tickets

Show All Tickets

Show Open Tickets

Show Resolved Tickets

Show Closed Tickets

3. Click on the ticket you'd like to review.

Technology Support > Computer Issues > Computer Systems

test test test

32

⚙️ Reopened

🕒 Just Now


Submitting a New Ticket




4. From the ticket view, you can view the status of the ticket and communicate with technician by entering comments or adding attachments.

32 - test test test

Technology Support > Computer Issues > Computer Systems

 Add Comment

Details

Status:  Reopened
Problem Type: Computer Systems
Submitted On: 11/07/2022 8:18 AM
Last Edited: 01/17/2023 7:51 AM

Description

test test test test test

Activity

Discussion



[Attachments](#)

Need to talk to the technician about your issue? Type in here and click 'Submit'.

0/8000

Submit

Contact Info

Assigned Technician: Rhale Kelley 
Submitted By: Test User 

Location Info

Site: Administration Bldg
Room: G105