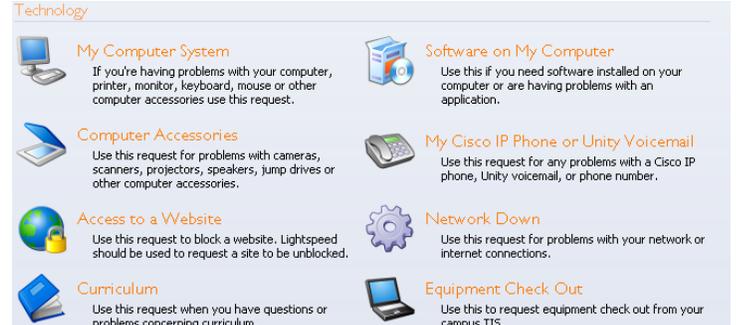
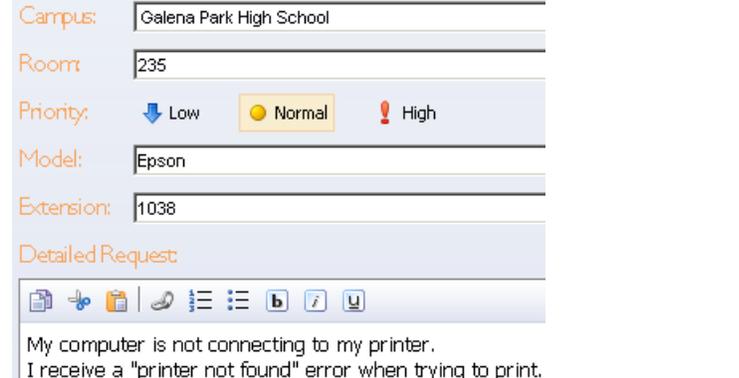


# Eduphoria – Help Desk

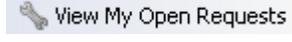
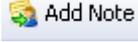
## I. Logging In

<p>1. <b>Eduphoria</b> website.</p> <p>From the GPISD homepage, select Administration or Teachers. Select Eduphoria</p>	 <p>Teachers AL Spanish Class Blackboard Login Collaborative Billing Eduphoria eduphoria.galenaparkisd.com</p>
<p>2. <b>Login</b></p> <p>Type in your email address. First time logging in, password = gpisd</p>	<p><b>Email Address:</b> <input type="text"/></p> <p><b>Password:</b> <input type="password"/></p> <p><i>If it is your first time logging in, the password will be gpisd. Once you log in the program will prompt you to type in a new password.</i></p>
<p>3. <b>Help Desk</b> Select Helpdesk</p>	

## II. Submitting a Request

<p>1. Select the <b>Category</b> that fits the problem you are experiencing.</p> <p>Note: If you do not see the category selections, Select: <b>Create a New Request</b> found in the lower left corner.</p> 	 <p>Technology</p> <ul style="list-style-type: none"> <li><b>My Computer System</b>: If you're having problems with your computer, printer, monitor, keyboard, mouse or other computer accessories use this request.</li> <li><b>Software on My Computer</b>: Use this if you need software installed on your computer or are having problems with an application.</li> <li><b>Computer Accessories</b>: Use this request for problems with cameras, scanners, projectors, speakers, jump drives or other computer accessories.</li> <li><b>My Cisco IP Phone or Unity Voicemail</b>: Use this request for any problems with a Cisco IP phone, Unity voicemail, or phone number.</li> <li><b>Access to a Website</b>: Use this request to block a website. Lightspeed should be used to request a site to be unblocked.</li> <li><b>Network Down</b>: Use this request for problems with your network or internet connections.</li> <li><b>Curriculum</b>: Use this request when you have questions or problems concerning curriculum.</li> <li><b>Equipment Check Out</b>: Use this to request equipment check out from your campus TIS.</li> </ul>
<p>2. Completely fill out the request form.</p>	 <p>Campus: Galena Park High School Room: 235 Priority: <input type="radio"/> Low <input checked="" type="radio"/> Normal <input type="radio"/> High Model: Epson Extension: 1038</p> <p>Detailed Request</p> <p>My computer is not connecting to my printer. I receive a "printer not found" error when trying to print.</p>
<p>3. Select <b>Submit Request</b> found in the lower right corner.</p>	

## III. Viewing Request

<p>1. Open Request: Select <b>View My Open Requests</b></p>	
<p>2. Click on the request to view details.</p>	 <p>Note: You may need to click on the arrow to expand the selection.</p>
<p>3. Note: To send a message to the individual the task has been assigned to; click on their name.</p>	<p>Assigned To: <a href="#">Broadstreet, Charles</a> . Type in the message and select send - </p>
<p>4. Additional Options: With the ticket open (see III. 2 above) .....</p>	<p> You can add a note to your ticket.  You can delete your ticket.</p>
<p>5. <b>Review My Request</b> will show request that have been completed (closed).</p>	