# Forward Edge
The technology edge for education

Online Help Desk Portal

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The Forward Edge Help Desk Service Solution is an easily implemented, in-house help desk located at **https://support.forward-edge.net**. This tool can be used to submit a tech help ticket, but it can also help in other ways. The main benefit of the Help Desk is that it provides a hub for communication for all technology issues; quickly and efficiently.

- Increased visibility over tickets and team efficiency
- Easy-to-use ticket portal submission process
- Monthly analytics reports on tickets
- Compare statistics to other districts
- Visibility for school admins and VIPs
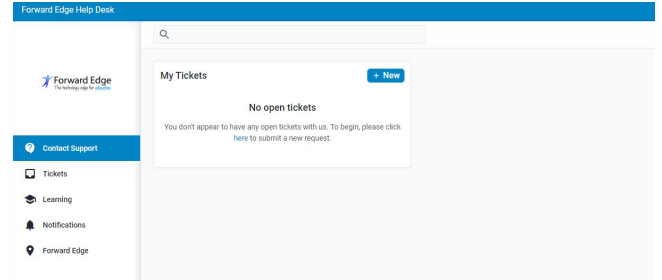
How to Get Started

1. For Technology issues, go to portal *(see icon above)* or visit https://support.forward-edge.net

2. At the initial screen, you will need to enter your school district e-mail address and press *"next"*

3. On the next screen, hit the *"Sign in using email token"* button *(click the email icon)*

   a. An email containing a secure login token will be sent to the email address you just entered. Open your school district e-mail and find the email containing the code.

   b. Copy and paste the code into the help desk and hit *"next"* to authenticate your account.

   c. It will ask if you'd like to reduce sign in requests *(remember this device)*. Feel free to select either option depending on your use case.

Submit Tickets (Online Portal - Preferred Option)

Once logged in you will see a "My Tickets" menu in the middle of the help desk screen. This will contain any open tickets you currently have. Feel free to click on any open tickets to provide updates, ask for information, or interact with the tech and maintenance teams.

For new ticket submissions hit the blue *"+ New"* button.

- This will open the new ticket form. Inside you will see various categories to help guide you through the request process – Staff Device Issues, Network Issues, etc.

  ○ The form includes a list of categories to better filter how we can provide assistance. Categories include various technology subjects such as student devices or network issues. Select the appropriate category that best corresponds to your issue.

- Follow the form and answer any questions presented – more knowledge is better!

- When the form is complete, hit submit and this will create a new ticket

- Once sent, you will receive an email confirming your ticket was received and created

  ○ After the ticket is created, you can respond via email to the ticket itself no different than a normal email. You can also respond through the help desk portal as well.