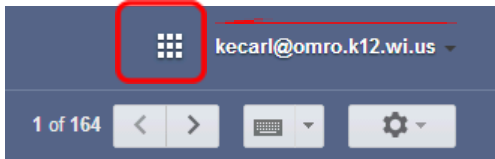
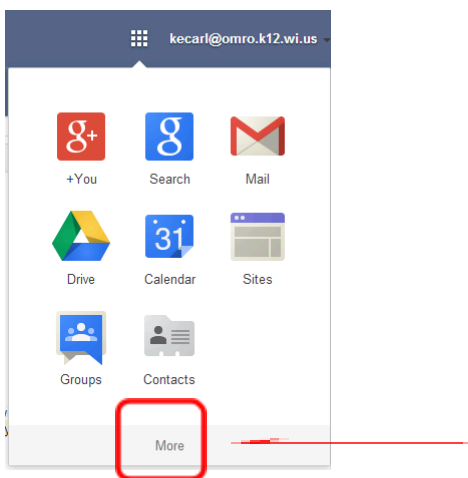


Helpdesk Tickets in Mojo

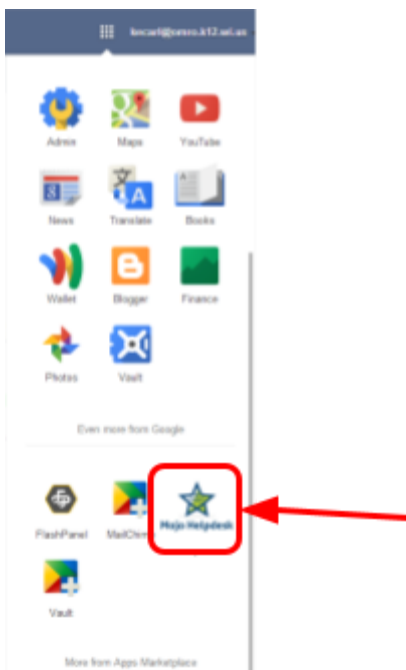
To access MOJO Helpdesk you must first login to your Google mail account. On the top right hand side of the page next to your email address you will notice a grid, click on that to see your apps.



After clicking on the grid the following menu will appear.



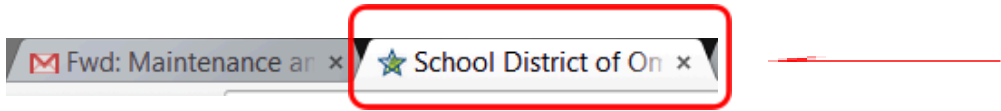
Click on More, this will display additional applications within Google.



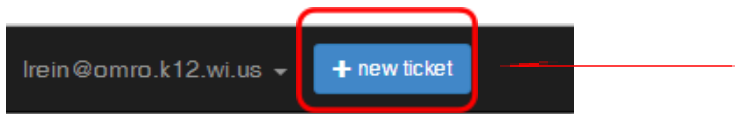
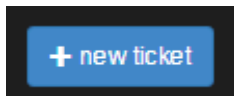
Click on MOJO, this will open in a new tab.

Submitting a New MOJO Helpdesk Ticket

Once you have opened the MOJO Helpdesk application, click on the tab labeled (School District of Omro)



To submit a new helpdesk ticket, in the upper right hand corner of the screen click on



This will open up the 'Create a New Ticket' page. Please be sure to fill out the ticket and give a full description of the problem you are experiencing, the room number, and proper building as this will greatly help.

See the Example below:

A screenshot of the 'New Ticket' form in the MOJO Helpdesk application. The form is titled 'New Ticket' and includes the following fields:

- Type**: A dropdown menu with 'Tech support' selected.
- Building**: A dropdown menu with 'OHS' selected.
- Room Number**: A text input field containing 'Room 1901'.
- Subject**: A text input field containing 'Kennedy'.
- Description**: A text area containing 'Monitor will not turn on teacher computer, checked power, no go.'
- Send a copy of this to**: An empty text input field.
- Add files**: A button labeled 'Attach files'.
- Create ticket**: A green button with a white plus sign and the text 'Create ticket'.
- cancel**: A link to cancel the ticket creation.

The form is set against a background with a technical circuit pattern. The top navigation bar shows the 'School District of Omro' logo and the user's email 'lrein@omro.k12.wi.us' with a '+ new ticket' button.

Be sure to select the correct type of support, Tech Support or Maintenance.

Once you have filled in your information please click on Create ticket.

At the MOJO Main page is where you have the ability to check on the status of your tickets and see any progress. You may also receive an email from the MOJO System requesting additional information, please be sure to enter anything requested.

The MOJO Help desk system centralizes Helpdesk requests making it easier to keep track.