

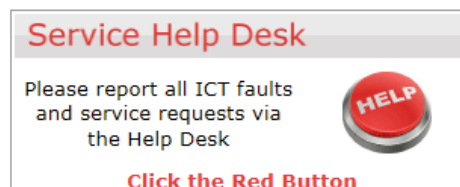
# Using the LASALS Service Help Desk

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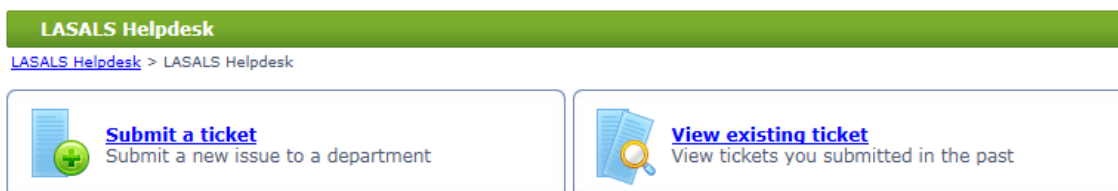
Using the Service Help Desk system is very simple and can be accessed via any PC or Smart Phone with an Internet connection.

To access the Service Help Desk System go to:  
[www.leicesterlearns.ac.uk](http://www.leicesterlearns.ac.uk) and click on the Staff Login link at the top of the page.

You can access the **Service Help Desk** without having to login, however, you will need to enter a Leicester Learns email address.



Clicking on the Red help button will take you to the the page shown below



To record a fault or request a service from ICT or Marketing (poster, leaflets etc) please click on the **Submit a ticket** link. This will take you to the online form where you can enter the details. You can also view the progress of a previously submitted ticket on this screen by clicking on the **View existing ticket** link.

## Submitting a Ticket

The **Service Help Desk** can be used to request the following: The system categories to use are in bold

- ICT technical support issues (**ICT Support**)
- Publicity and Marketing materials (**Marketing**)
- Purchase requests for ICT equipment and software (**Purchasing**)
- Loan of ICT equipment, such as laptops and AV equipment (**Loans**)
- Request a LASALS Staff account, or have your password re-sent (**LASALS Accounts**)
- Website requests, this covers all the areas of the LASALS website, Public, Leicester Learns and Leicester Works (**Website**)
- Report a problem with data or TERMS (**Data and TERMS**)
- The final category (**Projects**) is for ICT staff only

## How to submit a ticket

To submit a ticket for one of the above categories, click on the **submit a ticket** link, complete the form by providing your name and your leicesterlearns email address. The system will use your email address to provide feedback on the progress of your ticket.

Select the appropriate category from the drop-down list, complete all other relevant fields as fully as possible. When you are happy, click on the submit ticket button at the foot of the form.

You will receive an email confirmation from the system which will contain your unique **ticket number**. You can use this ticket number to follow the progress of your ticket by clicking on the **View existing ticket** link. Simply enter your ticket number, and click on **View ticket**

## Purchase Requests

When you submit a purchase request, the system will send you an automated response as above, and will also send you a purchase request form via a separate email. This form should be printed out and signed by the budget holder with a valid cost centre code. The details of your order will be pre-printed on the purchase request form, please check the details carefully.

Please send the signed form back to the ICT Team at Leicester Adult Education College