

Computer Services Department

How to Request Technology Support



Beginning April 1, 2018, we will be using a new system, **JIRA Service Desk** (pronounced JEEra), for all IT Support Requests.

What is JIRA Service Desk?

- JIRA Service Desk is similar to ITDirect but is much easier to use.
- JIRA Service Desk is provided by Wayne RESA.
- JIRA Service Desk allows you to better track progress on your support requests.
- JIRA Service Desk is easy to use on your mobile device.

How Do I Get to JIRA Service Desk?

There are two options for getting to the JIRA Service Desk login:

- Go to www.gardencityschools.com/gcsd and you will be automatically taken to JIRA Service Desk. You can save this link to your bookmarks.
- You can also find this link on the district website under "Staff Links".
- You can always call us at 734-762-8380 and we can walk you through submitting a support request.

Note: You must submit your OWN support request. If someone else submits a request for you, we will NOT be able to connect your request to a room, computer, and/or account.

How Do I Login to JIRA Service Desk?

Your login is the same as your Windows computer login. For example:

- *Username:* smithj@gardencityschools.com
- *Password:* Your Windows computer password.

Note: If you have NOT signed into a Windows computer or you are a Mac user, your initial password is P@ssw0rd (you will be required to change your password after logging in on a Windows computer). Be sure to remember this password!

Detailed instructions are on the next page. →

How Do I Create a New JIRA Request?

Step A1 - Go to the JIRA link at www.gardencityschools.com/gcsd (or through Staff Links on our website). Login with your Windows username and password. If you need assistance, please call CSD at 734-762-8380.

Step A2 - On the next page, pick a problem type (IT Help, Password reset, etc.) that best matches the issue you need assistance with. If you are not sure what form to use, select "IT Help" as a generic form.

Step A3 - Fill out as many of the questions as you can to best assist us with helping you. *The more you tell us, the better and quicker we can assist you.*

Note: You will receive email notifications as we work through your request.

How Do I View Existing JIRA Requests?

Step B1 - Go to the JIRA link at www.gardencityschools.com/gcsd (or through Staff Links on our website). Login with your Windows username and password.

Step B2 - On the top right-hand side of the page you should see the number of requests. It should look like this:

Requests 2

This number indicates how many open requests you currently have in the system.

Step B3 - If you click on this, and then choose "My Request" from the drop-down menu, you will see all your open requests. It should look like this:

Type	Reference	Summary	Service desk	Status	Requester
GCSD-7	Testing	Testing	Garden City - Service Desk	CLOSED	Zachary King
GCSD-9	Voicemail not working	Voicemail not working	Garden City - Service Desk	OPEN	Zachary King
GCSD-8	Password Reset	Password Reset	Garden City - Service Desk	OPEN	Zachary King

Note: If you would like to see all of your requests, select the "Open requests" drop-down and select "Any status" or filter by request type. You can even search requests by keyword.

How Do I Add Info to an Existing JIRA Request?

Step C1 - Go to the JIRA link at www.gardencityschools.com/gcsd (or through Staff Links on our website). Login with your Windows username and password.

Step C2 - On the top right-hand side of the page you should see the number of requests. It should look like this:

Requests 2

If you click on this, and then choose "My Request" from the drop-down menu, you will see all your open requests. It should look like this:

Type	Reference	Summary	Service desk	Status	Requester
GCSD-7	Testing	Testing	Garden City - Service Desk	CLOSED	Zachary King
GCSD-9	Voicemail not working	Voicemail not working	Garden City - Service Desk	OPEN	Zachary King
GCSD-8	Password Reset	Password Reset	Garden City - Service Desk	OPEN	Zachary King

Step C3 - Click on a request and you will be able to add a Comment. Submit by Clicking "Add".