

# HELPDESK WORKFLOW

To support student learning



## Instructional Question?



Contact the student's teacher using the shared method of contact.

## Technical Question?



Email the IT helpdesk for remote learning.  
[help@walnutcreeksd.zendesk.com](mailto:help@walnutcreeksd.zendesk.com)

## Instructional Support

What qualifies as Instructional Support?

- ❖ I cannot open an attachment for an assignment.
- ❖ I do not see (insert material/resource) linked.
- ❖ Clarification on directions.
- ❖ Problems turning in work or share settings.

## Technical Support

What qualifies as Technical Support?

- ❖ I cannot connect to Wifi.
- ❖ My username/password is not working on my device.
- ❖ I have a broken screen on my device.
- ❖ One of the apps is not opening.
- ❖ It says I need administrator permission to view.
- ❖ My device will not work/charge/ log into the network.

## Troubleshooting Tips

- ❖ Check to see you are logged in under your student account.
- ❖ Have you restarted the device? Logged out/logged back in again?