Self Service Access URL:  **LDSD Service Desk** – Found on the Intranet under the “Need Help” section

Logon with your LEAD username & password

**Home Dashboard:** Once logged in, the Home Dashboard below will display. From this screen you can easily report issues, check on existing Incidents and read notifications on system status and announcements from the Service Desk

1. **To create a new Incident:** Look under “Help Me”, and then click on “Report an Issue”.
2. **To check for current known issues or upcoming alerts:** Look under “Notices”. Any known issues will be posted here: maintenance, system outages or general notices.
3. **To view the status of your current Incidents:** Look under “My Current Activity”. This lists your open Incidents. Click on the Incident from here to open it and view additional details or add items such as attachments or notes.
4. **To view the status of your recently closed or resolved Incidents:** Look under “My Recently Completed Activity”. This lists your Incidents which have been resolved or closed in the last 90 days.
Creating an Incident: Once you have familiarized yourself with the Home Dashboard, you are ready to submit an Incident. Click on the “Report an Issue” link under the “Help Me” section of the Home Dashboard to open the new Incident window, shown below.

Action Buttons: select an option once your incident input is complete

Required fields are PINK

All Drop Down lists are Smart Autocomplete, just start typing the name of the item and the list will show you only matching items

*The Location field will become active once the Override Location box is checked

Field Descriptions and Use:

End User: This field indicates who is having the issue.
   If you are submitting on behalf of someone else, click on this field to display a list of users, and change to the correct name

Created by: This field is pre-populated with the user who created the Incident and cannot be changed

Override Location: Check this box if you need to submit an Incident for a different location

Location: This field is auto-populated with the end user’s location from LEAD
   If you need to submit an Incident for a different location, click on “Override Location” and then select the correct location from the list

Room: Enter your classroom number (if applicable)

I need assistance with: Select a category which best describes your issue from the drop down list

Computer: Select the computer (if applicable) that this Incident involves.

Summary: Give a brief summary of your issue. This field is required.

Details: Give further details about your issue. This field is required.

Status: Indicates the current status of your Incident.

Assigned Group: Indicates the group assigned to your Incident

Save & Close: Submits your Incident and close the page

Save: Submits your Incident but leave the page open so you can perform additional actions (ex. add attachment)

Cancel: Cancels any unsaved changes and return you to your Home Dashboard