



HELP DESK GUIDE

HOW TO SUBMIT A TICKET TO THE HELP DESK

INSTRUCTIONS

1) Go to <https://leapfroghelpdesk.zendesk.com>.

2) We recommend signing in to your [Zendesk](#) account to keep track of the tickets that you submit to the Help Desk. Click “Submit a request” at the top right of the page. You can also click “Submit a request” if you do not have a Zendesk account and do not plan to create one.

3) Complete the required fields in the ticket form, then click “Submit”. You will receive an email from support@leapfroghelpdesk.zendesk.com when your ticket has been received. [See example A below](#).

*Please allow up to 1-2 business days for the Help Desk to respond. You will receive a response from support@leapfroghelpdesk.zendesk.com. **To ensure that you receive our emails, ask your organization’s IT department to add the following to your safe sender list:***

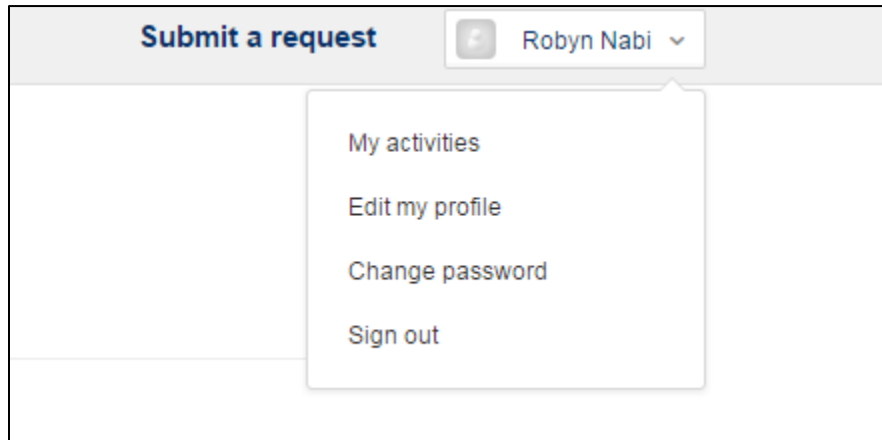
1. @leapfroghelpdesk.zendesk.com
2. @leapfrog-group.org
3. @em8434.leapfrog-group.org
4. IP address 159.183.167.150

4) When the Help Desk sends a response to your ticket, you will receive an email notification that your request has been updated. [See example B below](#). To reply:
a) Click on the ticket number in the email to reply via your Zendesk account (recommended), or;
b) Reply to the Help Desk directly through email.

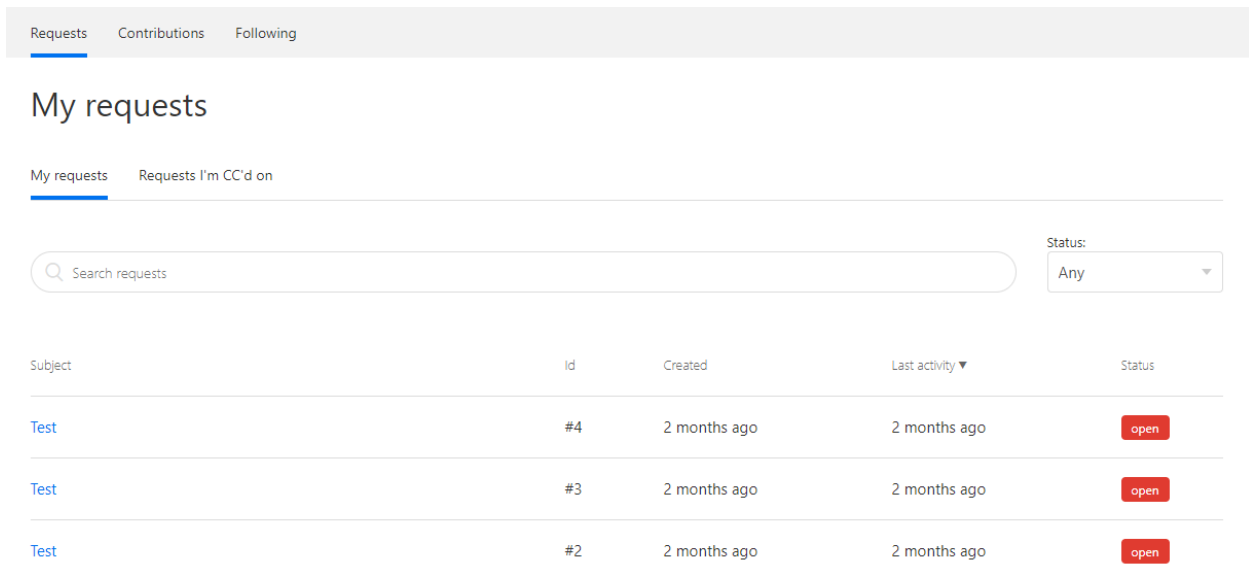
5) When the Help Desk responds to your ticket, you will receive an email notification that a response is ready.

ZENDESK ACCOUNT

After signing in to Zendesk, ticket requests can be viewed in “My Activities” from the dropdown menu at the top right of the page under the account name:



“My Activities” will show all ticket requests in the Help Desk and the status of the ticket:



The screenshot displays the "My requests" page in Zendesk. At the top, there are navigation tabs for "Requests", "Contributions", and "Following", with "Requests" selected. Below the tabs, the page title "My requests" is shown. Underneath, there are sub-tabs for "My requests" and "Requests I'm CC'd on", with "My requests" selected. A search bar labeled "Search requests" is present, along with a "Status:" dropdown menu set to "Any". Below these elements is a table listing ticket requests.

Subject	Id	Created	Last activity ▼	Status
Test	#4	2 months ago	2 months ago	open
Test	#3	2 months ago	2 months ago	open
Test	#2	2 months ago	2 months ago	open



EXAMPLE A: TICKET REQUEST RECEIVED EMAIL SCREEN SHOT

[Request received] Leapfrog Help Desk Ticket Subject Line

Leapfrog Help Desk

to me ▾

##- Please type your reply above this line -##

Your request (#55738) has been received, and is being reviewed by our support staff.

To add additional comments, reply to this email or follow the link below:

<http://leapfroghelpdesk.zendesk.com/hc/requests/55738>

CCs on this ticket:

There are no additional emails copied on this ticket.

This email is a service from Leapfrog Help Desk. Delivered by [Zendesk](#).

EXAMPLE B: TICKET RESPONSE READY SCREEN SHOT

Leapfrog Help Desk

to me ▾

##- Please type your reply above this line -##

Your request ([#55738](#)) has been updated. Reply to this email or follow the link below:

<http://leapfroghelpdesk.zendesk.com/hc/requests/55738>



Leapfrog Help Desk (Leapfrog Help Desk)

May 13, 2:46 PM EDT

This is an example of where you will see the reply from the Leapfrog Help Desk.

Reply to the email or follow the link above to make additional comments.