



# 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](mailto: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. If you do not receive a response from the Help Desk staff within this timeframe, check your junk/spam mail, and ask your organization’s IT department to whitelist the following:*

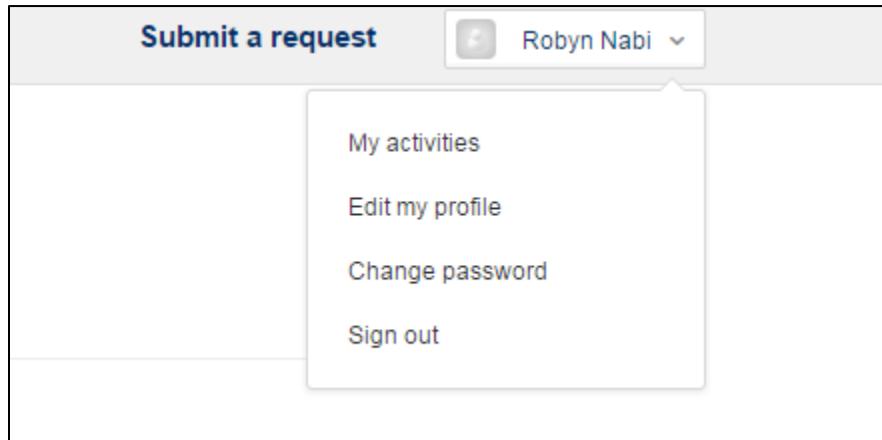
1. [@leapfroghelpdesk.zendesk.com](#)
2. [@leapfrog-group.org](#)
3. [@em4073.leapfrog-group.org](#)
4. IP address 159.183.167.150

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.

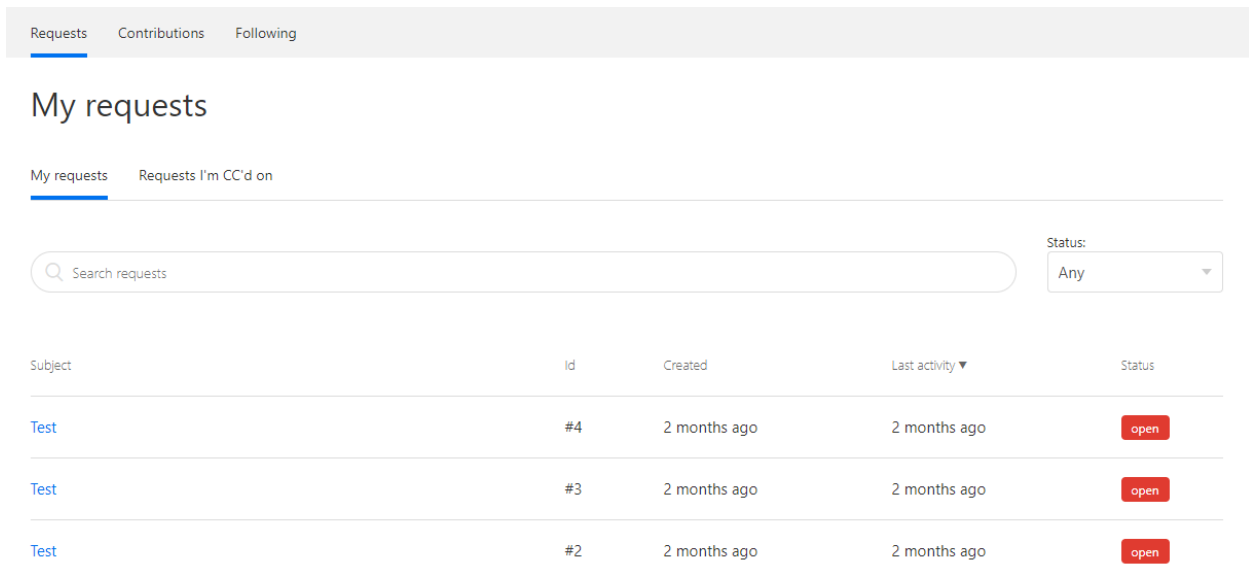
5) When the Help Desk responds to your ticket, you will receive an email notification that a response is ready.

## 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:





## 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.

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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.