



HELP DESK GUIDE

HOW TO SUBMIT A TICKET TO THE HELP DESK

INSTRUCTIONS

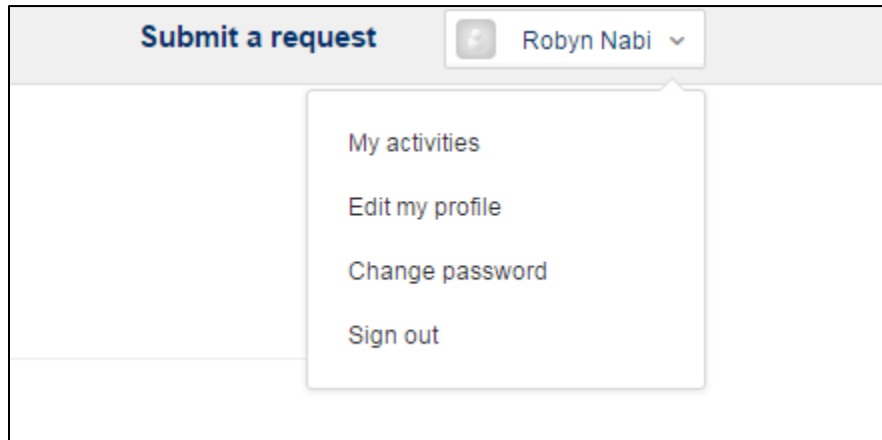
- 1) Go to <https://leapfroghelpdesk.zendesk.com>.
- 2) We recommend signing in to your [Zendesk](#) account to keep track of the tickets that you submit to the Help Desk. Click “Submit a request” at the top right of the page. You can also click “Submit a request” if you do not have a Zendesk account 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 helpdesk@leapfroggroup.org when your ticket has been received. [See example A below](#).

Please allow up to 48 business hours for the Help Desk to respond. If you do not receive a response from the Help Desk staff within 48 business hours, check your junk/spam mail and contact your organization’s IT department to request that the leapfroggroup.org domain and the leapfroghelpdesk.zendesk.com domain be added to your safe senders list.

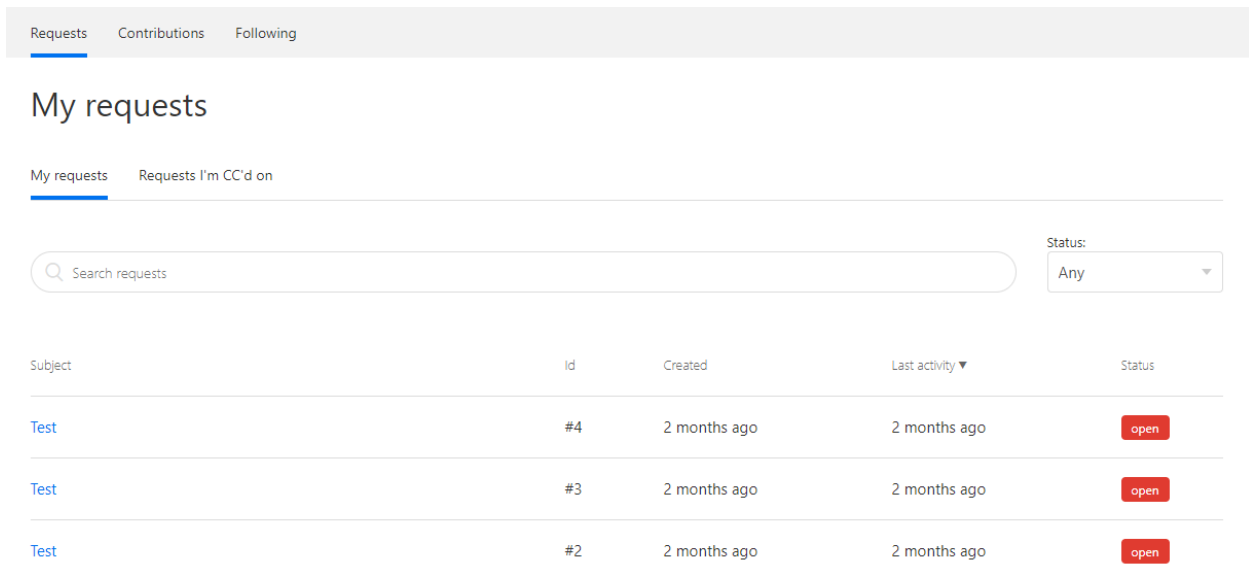
- 4) When the Help Desk sends a response to your ticket, you will receive an email notification that your request has been updated. [See example B below](#). To reply:
 - a) Click on the ticket number in the email to reply via your Zendesk account (recommended), or;
 - b) Reply to the Help Desk directly 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'. Below this, the page title 'My requests' is shown, followed by sub-tabs for 'My requests' and 'Requests I'm CC'd on'. A search bar labeled 'Search requests' and a status filter dropdown set to 'Any' are located above a table of 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

 **helpdesk@leapfroggroup.org**
to me

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

Your request ([#33014](#)) 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/33014>

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

 **helpdesk@leapfroggroup.org**
to me

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

Your request ([#33014](#)) has been updated. Reply to this email or follow the link below:
<http://leapfroghelpdesk.zendesk.com/hc/requests/33014>

Leapfrog Help Desk (Leapfrog Help Desk)
Jul 31, 10:35 PM EDT

Hi Test User,

This is an example of a response from the Leapfrog Help Desk.