

BigWebDesk

1. In Internet Explorer navigate to <http://login.bigwebapps.com/> . There is also a link on the District's home page under Shortcuts
2. Enter your username and password.
 - The username is **your full e-mail address**
 - The password is the same as your network password.
3. Click the Login button
4. This will take you to your BigWebDesk home screen where you can create a new ticket, view any open or closed ticket, view the Knowledgebase or update your profile information.



[Create New Ticket](#)

 

[My Open Tickets \(0\)](#)



[Knowledgebase](#)



[My Closed Tickets](#)



[Update My Profile](#)

5. To create a technology request click **Create New Ticket** then enter the following information:
 - **Class** – what type of problem you are having (internet, printer, e-mail, etc)
 - **Dell Service Tag** – This is found on your screen in the lower right hand corner, it is also found on the sticker affixed to the computer.
 - **ID Method** – Let us know which computer in the room is having the problem (the teacher's desk, middle student desk, computer # 27, etc)
 - **Room Number**
 - **Has the system been rebooted?** – Have you rebooted your computer since the problem started?
 - **Is the network cable connected to the wall jack?** – Have you checked to see if the network cable is securely plugged into the back of the computer and into the wall jack?
 - **Did you log into the network?** –
 - **IP Address** – This is found on your screen in the lower right hand corner, you can also rest your mouse on the RealVNC icon in the taskbar. It will look something like 10.26.100.32. Having this number will allow TSS to remote into your computer to assist the user or resolve the issue.
 - **Printer Service Tag or K#** - SHARP computers have a K# or Sharp number affixed to the front of the printer.
 - **Attach Files** – Browse and attach files that TSS may need.
 - **Ticket Summary/subject** – a brief description of the problem
 - **Give details about your ticket** – Provide detailed information concerning the problem you are experiencing. Include error messages and steps that were taken before you received the error. The more details provided the quicker the problem will be resolved.
 - **Click Submit My Ticket**

6. My Open Tickets

- Click **My Open Tickets** to view Open or Unresolved tickets



[My Open Tickets](#) (1)

- Click on the yellow bar to view the details of the ticket

[Edit Fields & Order](#) [Prnt Wrklist](#) | [Prnt Selct Tkts](#)

<input type="checkbox"/> <u>Tkt#</u>	<u>End User</u>	<u>Tech Name</u>	<u>Location</u>
18472	Acker, Nancy	Orem, Mary	Wren High School

- **Response Message** - enter a message to the school technologist or to TSS then click Send Response.

Response Message

End Users: Nancy Acker

Technicians: Mary Orem

[Spell Check](#)

Attach files (The upload limit for all files is 40MB)

[Browse...](#)

or, you can try the [Advanced Uploader](#)

[Send Response](#)

7. My Closed Tickets

- View all of your resolved tickets
- Click on the ticket to reopen if the problem was not completely resolved or if it has reoccurred.
- Type a message then click Send Response and ReOpen Ticket

8. Knowledgebase – Provides answers to frequently asked questions



[Knowledgebase](#)