

## Kace Helpdesk

### Purpose

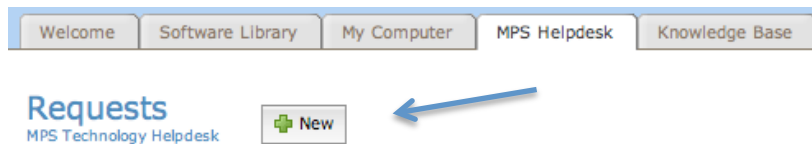
- Allows staff to send helpdesk work orders for technology related issues.
- Allows staff to look at Millard's Knowledge Base for technology related issues.
- Allows staff to install district approved software directly to their computer.
- The Kace Helpdesk website is available inside and outside the MPS network.

### How to Login to Kace

1. Launch a web browser.
2. Navigate out to the URL <https://helpdesk.mpsomaha.org>
3. From the login window enter your AD username and password. (This is the username and password you use to log into your computer.)
4. Click Login

### How to Enter a Kace Work Order

1. From the MPS Helpdesk tab, click on the New button.



2. The New Request window will open.
3. Fill in the field "Title – Short Description of Problem."
4. Select your building from the "Building" pull down menu.
5. From the "Category – Type of Issue" field select the category that relates to your technology issue. If you can't find an appropriate selection, leave it listed as "uncategorized."
6. If you prefer to have a tech contact you via email or phone, enter your contact information in the fields labeled "Contact Method" and "Contact Info."
7. If you believe the tech will need your computer login information enter the information into the fields "Username" and "Password."
8. In the "Comment" field enter the details of your computer issue that you are experiencing. If you have a screen shot or a document that is experiencing a problem upload it using the "Choose File" button.

## New Request

MPS Technology Helpdesk

Title - Short Description of Problem: Smart Board Software with Error Message (required)

Building: Reagan Elementary (required)

Category - Type of Issue: Applications  
SmartBoard (required)

Contact Method: telephone

Contact Info: 402-555-5555

Username (Optional): ajkunes

Password (Optional): mypasswordhere

School\_Abbrev: NA

Comment: Smart software installed on my staff laptop gives me an error message when I try to launch the software. |

Attachment: Choose File no file selected

Save Cancel

9. Click Save to submit your work order to the technology division. At this point your request goes straight to the technology department and assigned to a technician.

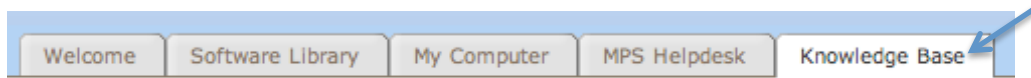
### How to View a Submitted Kace Work Order

- Emails: After you submit a Kace work order you will receive emails from [helpdesk@mpsomaha.org](mailto:helpdesk@mpsomaha.org) communicating updates to your submitted work order.
- Helpdesk Website: After you submit a Kace work order you can log back into <http://helpdesk.mpsomaha.org>, click on the "MPS Helpdesk" tab. This window will list your submitted Kace work orders, click on any of them to see their details and the responses from MPS District Technology.

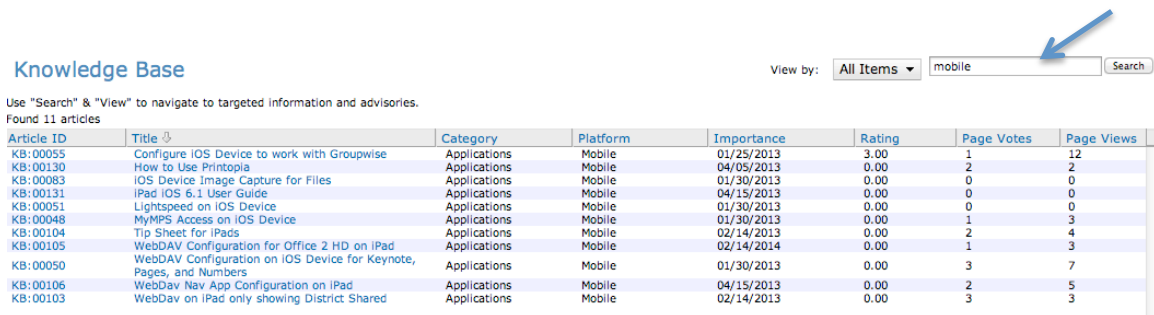
### Kace Knowledge Base

- The Kace Knowledge Base contains many technology help articles specifically created for MPS. Example: How to enable a plugin, how to configure Groupwise, etc.

- After you log into <http://helpdesk.mpsomaha.org> click on the “Knowledge Base” tab.



- In the “View By” field enter a keyword for what you are searching for. Example: Mobile
- From the resulting list, click on one of the Kace Knowledge Base articles to see the details of the article.



## Kace Software Library

- After you log into <http://helpdesk.mpsomaha.org> click on the “Software Library” tab.
- You will see a list of available district approved software for download.
- Click on the piece of software you would like to install and it will start installing. Example: Picassa 3
- Note: These installers only work within the MPS district. Read the instructions on the installers to see if there are any special conditions for the software install.

## Kace My Computer

- Use this option to see the details of your computer within Kace Helpdesk.
- After you log into <http://helpdesk.mpsomaha.org> click on the “My Computer” tab.
- Details of the computer you are on should be listed within the window. Example: Software installed, serial number, model, memory, etc.