

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: (required)

Building: (required)

Category - Type of Issue: (required)

Contact Method:

Contact Info:

Username (Optional):

Password (Optional):

School_Abbrev:

Comment:

Attachment: no file selected

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.

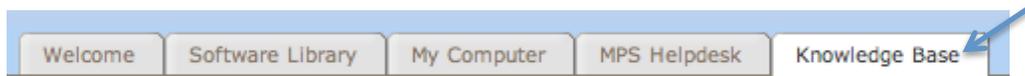
How to View a Submitted Kace Work Order

- Emails: After you submit a Kace work order you will receive emails from helpdesk@mpsomaha.org 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.

Knowledge Base View by:

Use "Search" & "View" to navigate to targeted information and advisories.
Found 11 articles

Article ID	Title	Category	Platform	Importance	Rating	Page Votes	Page Views
KB:00055	Configure IOS Device to work with Groupwise	Applications	Mobile	01/25/2013	3.00	1	12
KB:00130	How to Use Printopia	Applications	Mobile	04/05/2013	0.00	2	2
KB:00083	IOS Device Image Capture for Files	Applications	Mobile	01/30/2013	0.00	0	0
KB:00131	iPad IOS 6.1 User Guide	Applications	Mobile	04/15/2013	0.00	0	0
KB:00051	Lightspeed on IOS Device	Applications	Mobile	01/30/2013	0.00	0	0
KB:00048	MyMPS Access on IOS Device	Applications	Mobile	01/30/2013	0.00	1	3
KB:00104	Tip Sheet for iPads	Applications	Mobile	02/14/2013	0.00	2	4
KB:00105	WebDAV Configuration for Office 2 HD on iPad	Applications	Mobile	02/14/2014	0.00	1	3
KB:00050	WebDAV Configuration on IOS Device for Keynote, Pages, and Numbers	Applications	Mobile	01/30/2013	0.00	3	7
KB:00106	WebDav Nav App Configuration on iPad	Applications	Mobile	04/15/2013	0.00	2	5
KB:00103	WebDav on iPad only showing District Shared	Applications	Mobile	02/14/2013	0.00	3	3

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.