

## Accessing and Logging Into the TST BOCES Helpdesk

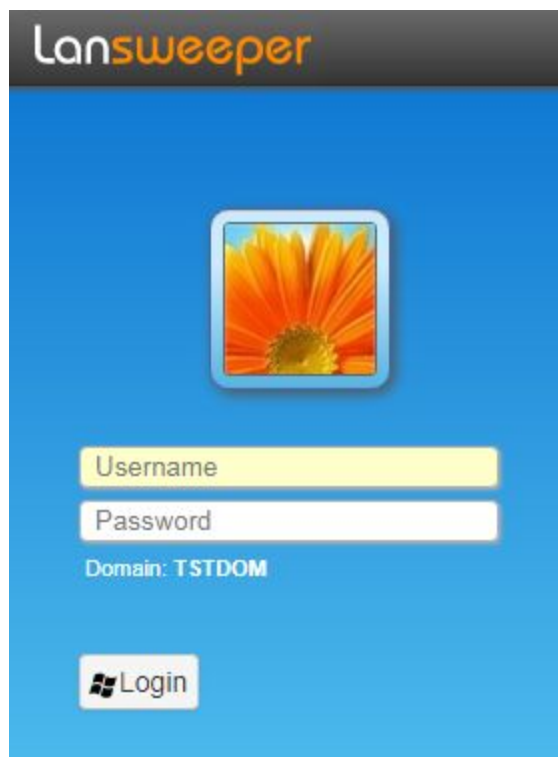
1. In your web browser, go to <http://helpdesk.tstboces.org:81/>  
**TIP:** You may want to bookmark this page for easy access
2. As an alternative, go to the TST BOCES Home page at <http://tstboces.org>
  - a. Scroll down to the tabbed section at the bottom of the page
  - b. On the School Districts tab, click [In-District PD for Educators e-Request](#) in the Services column

The screenshot shows the TST BOCES website navigation menu. At the top, there are four tabs: 'School Districts' (highlighted in yellow), 'Students and Parents', 'Faculty and Staff', and 'Business and Community'. Below the tabs, the text reads: 'TST BOCES educates students from pre-kindergarten to adults through a variety of programs and services.' The menu is organized into three columns: 'Information', 'Links', and 'Services'. The 'Services' column lists various services, with 'In-District PD for Educators e-Request' highlighted in yellow.

Information	Links	Services
Annual Meeting 2016	Absence Management (AESOP/SubFinder)	(Central Business Office)
AgendaManager	Contact TST BOCES (Directory)	Energy Management
Code of Conduct	Enroll a Student (CTE)	Fingerprinting
Common Core Learning Standards	Professional Growth (MLP)	<b>In-District PD for Educators e-Request</b>
Cross Contracts	News and Information	Inter Library Loan
DASA (Dignity for All Students Act)Energy	PLATO	Print Shop
Performance Contract Audit	Regional Calendar 2017-18	School Improvement Services
Guide to Services	Regional Calendar 2018-19	Summer School
Policy Manual	Water Testing	Teacher Certification
		Teacher/Principal Evaluation
		Transportation
		Work Environment Health & Safety

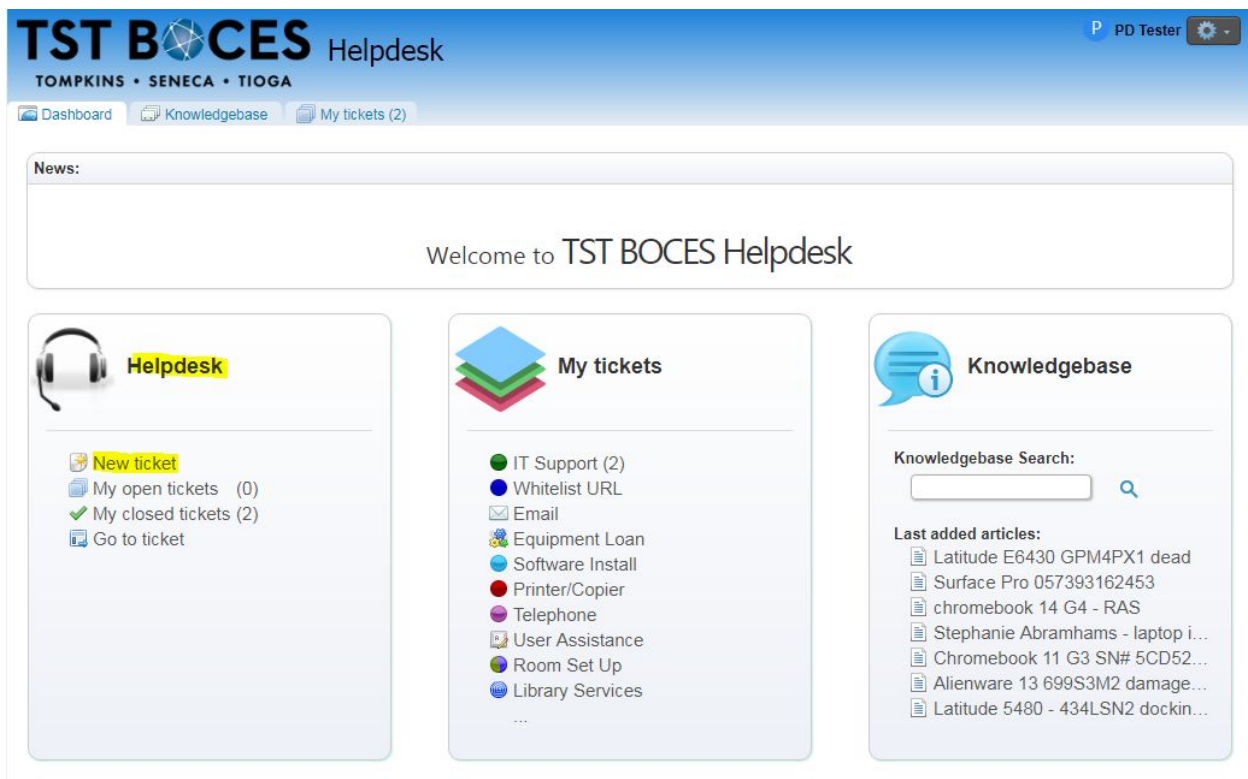
3. At the Lansweeper Login page, enter your **Username** and **Password** as follows:
  - a. **TST BOCES Users:**  
Use the same username and password you use to log in to computers on campus.
  - b. **Other School District Users:**  
Use the username and password provided to you by School Improvement Services (SIS).

If you do not know your username and password, please follow the directions under **Troubleshooting** on page 7 to request assistance.



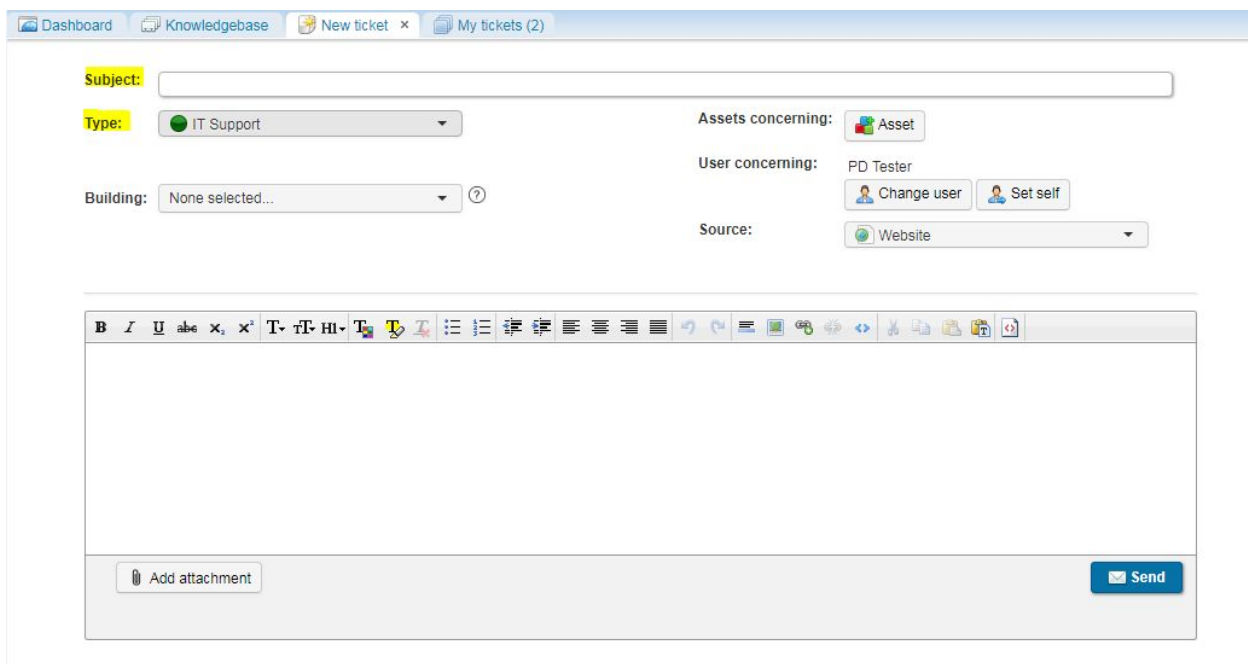
## Creating a New In-District PD for Educators e-Request

1. Select **New ticket** in the **Helpdesk** panel.




The screenshot shows the TST BOCES Helpdesk dashboard. The header includes the logo and navigation links for Dashboard, Knowledgebase, and My tickets (2). A central message reads "Welcome to TST BOCES Helpdesk". Three main panels are visible: "Helpdesk" with a "New ticket" button, "My tickets" with a list of categories like IT Support (2) and Whitelist URL, and "Knowledgebase" with a search bar and a list of "Last added articles".

2. Enter a brief description of the request in the **Subject** field and change **Type** to **In-District PD Request**.



The screenshot shows the "New ticket" form. The "Subject" field is empty. The "Type" dropdown is set to "IT Support". The "Assets concerning" field shows "Asset". The "User concerning" field shows "PD Tester" with "Change user" and "Set self" buttons. The "Source" dropdown is set to "Website". Below the form is a rich text editor with a toolbar and an "Add attachment" button. A "Send" button is located at the bottom right of the form.

3. Complete the **fields** that appear as follows:

Type:	<input type="text" value="In-District PD Request"/>	Indicate the priority of your request.
Priority:	<input type="text" value="Medium"/>	
School District(s):	<input type="text" value="Candor"/> <input type="text" value="Dryden"/> <input type="text" value="George Junior Republic"/> <input type="text" value="Groton"/> <input type="text" value="Ithaca"/> <input type="text" value="Lansing"/> <input type="text" value="Newfield"/> <input type="text" value="Other"/> <input type="text" value="South Seneca"/> <input type="text" value="Trumansburg"/> <input type="text" value="TST BOCES"/> <input type="text" value="Unknown at this time"/>	Click  to access brief instructions for each section.
Specify Other District(s):	<input type="text"/>	Select all districts that apply.
Target Audience(s):	<input type="text" value="Administrators"/> <input type="text" value="Other Educators"/> <input type="text" value="Teachers"/> <input type="text" value="Unknown at this time"/>	Click district name to select/unselect.
Specify Other Educators:	<input type="text"/>	If "Other" is selected here...
Grade Level(s):	<input type="text" value="All (K-12)"/> <input type="text" value="High (9-12)"/> <input type="text" value="Intermediate (3-5)"/> <input type="text" value="Middle (5/6-8)"/> <input type="text" value="Pre-K"/> <input type="text" value="Primary (K-2)"/> <input type="text" value="Unknown at this time"/>	...specify other districts here.
		Intended PD participants. Select all that apply.
		Fill in if "Other Ed" is selected above.
		If "Teachers" selected above, select all appropriate grade levels for this PD

Content Area(s):



For teachers, specify content areas.

PD relevance to district mission:



How does this PD activity relate to the school/district mission?

Learning outcomes (educators):



What are the intended learning outcomes for educators?

Learning outcomes (students):



What are the intended learning outcomes for students?

Evidence of success:



What evidence best reflects the above outcomes?

Scheduling Preferences:

- I am flexible regarding date(s) and time...  
 Please see specific date(s) and time(s) ...

Select one.

Session #1 Date:



Session #1 Starting Time:



Session #1 Ending Time:



Session #2 Date:



Session #2 Starting Time:



Session #2 Ending Time:



Session #3 Date:



Session #3 Starting Time:



Session #3 Ending Time:

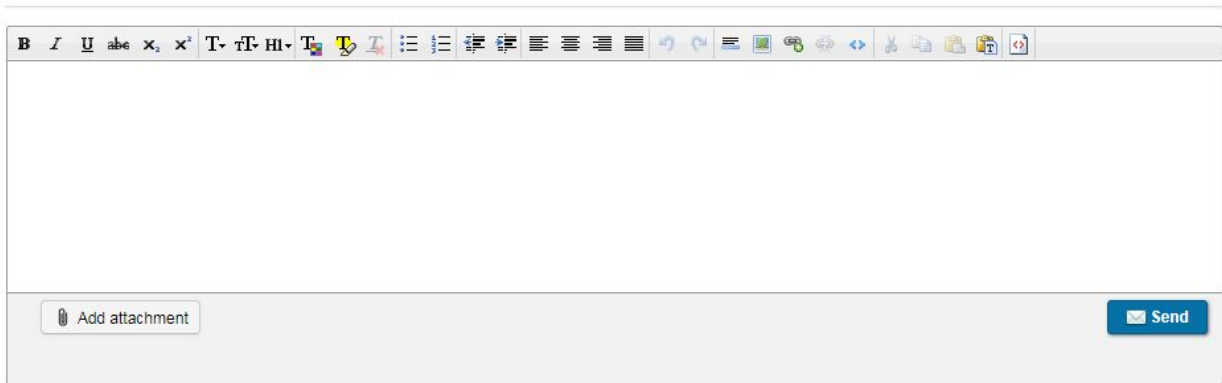


Specify preferred dates and times for up to three sessions.

Select **Please see below** if you would like to provide additional explanatory information and include web links, images or attachments. Otherwise, choose **None**.

Either way, click the **Send** button to submit your request.

Additional Information:  None  
 Please see below:

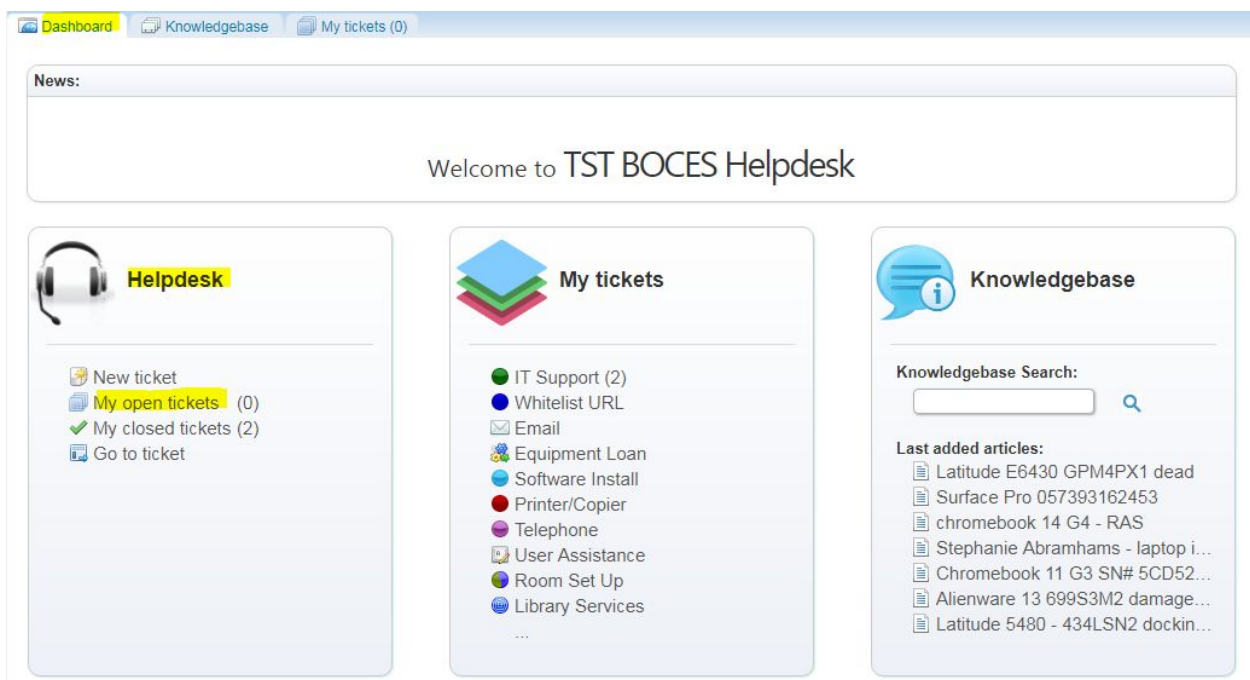


A screenshot of a rich text editor interface. The top toolbar includes standard text formatting options like bold (B), italic (I), underline (U), and text color (abc x, x'). Below the toolbar is a large, empty text area for entering the request details. At the bottom left, there is an 'Add attachment' button with a paperclip icon. At the bottom right, there is a blue 'Send' button with a paper plane icon.

## Managing Your PD Requests

Once you have submitted an In-District PD Request, you can follow up, ask questions, provide additional information, and document the progress of your request through the TST BOCES Helpdesk. Here's how:

1. Click the **Dashboard** tab and select **My open tickets** in the **Helpdesk** panel.



A screenshot of the TST BOCES Helpdesk dashboard. The top navigation bar shows 'Dashboard' (selected), 'Knowledgebase', and 'My tickets (0)'. Below the navigation is a 'News' section with a 'Welcome to TST BOCES Helpdesk' message. The main content area is divided into three panels:

- Helpdesk**: Contains a 'New ticket' button, 'My open tickets (0)', 'My closed tickets (2)', and a 'Go to ticket' button.
- My tickets**: Lists various categories with counts: IT Support (2), Whitelist URL, Email, Equipment Loan, Software Install, Printer/Copier, Telephone, User Assistance, Room Set Up, and Library Services.
- Knowledgebase**: Features a search bar and a list of 'Last added articles' including 'Latitude E6430 GPM4PX1 dead', 'Surface Pro 057393162453', 'chromebook 14 G4 - RAS', 'Stephanie Abramhams - laptop i...', 'Chromebook 11 G3 SN# 5CD52...', 'Alienware 13 699S3M2 damage...', and 'Latitude 5480 - 434LSN2 dockin...'.

- A list of your active requests will be displayed. **Click on any ticket to open it.** Here's an example of an active PD request. The SIS team member assigned to the request is shown in the top-right corner of the ticket:

**B** Open #7553 **P-Tech Educator Observation and Debrief in connection with the Summer Bridge...** Beth Dryer  
In-District PD Request  
School Improvement Services  
Priority: High  
Age: 45d 5h 47m

From Beth Dryer On 06/22/2018 09:27  
last updated on 06/25/2018 15:04 by Beth Dryer

Ticket details User info History (3)

<b>School District(s):</b>	TST BOCES	?
<b>Specify Other District(s):</b>	P-Tech Academy	?
<b>Target Audience(s):</b>	Administrators Other Educators Teachers	?
<b>Specify Other Educators:</b>	School Counselor	?
<b>Grade Level(s):</b>	High (9-12)	?
<b>Content Area(s):</b>	all	?
<b>PD relevance to district mission:</b>	See ticket titled "PBL foundational training..."	?
<b>Learning outcomes (educators):</b>	Draft: 1. I can pair reflection and observation data to identify professional learning goals in conjunction with PBL (e.g., formative assessment strategies such as feedback that feeds learning forward).	?
<b>Learning outcomes (students):</b>	TBD	?
<b>Evidence of success:</b>	Draft: 1. Educators welcome feedback from colleagues, when made by Instructional Specialists, or when opportunities arise through professional collaboration; 2. Educators make an accurate assessment of a lesson's effectiveness and the extent to which it achieved its instructional outcomes and can cite general references to support the judgment. 3. Educators make a few specific suggestions of general or specific alternative actions to increase student learning. 4. Educators can explain deepened content and/or pedagogical knowledge.	?
<b>Scheduling Preferences:</b>	Please see specific date(s) and time(s) listed below:	
<b>Session #1 Date:</b>	08/06/2018	?
<b>Session #1 Starting Time:</b>	09:00	?
<b>Session #1 Ending Time:</b>	04:00	?
<b>Session #2 Date:</b>	08/07/2018	?
<b>Session #2 Starting Time:</b>	09:00	?
<b>Session #2 Ending Time:</b>	04:00	?
<b>Session #3 Date:</b>	08/08/2018	?
<b>Session #3 Starting Time:</b>	09:00	?
<b>Session #3 Ending Time:</b>	04:00	?
<b>Additional Information:</b>	Please see below:	

The goal is to collect observation data and assist, to the extent practicable, while the P-Tech Academy educators are facilitating the Summer Bridge program (August 6-9). At the end of each day, from 2:30 pm - 4:00 pm, Instructional Specialists debrief with the educators to achieve the learning outcomes in relation to the criteria for success. In addition, an intended outcome is to deepen professional working relationships that will transfer to the classroom early in the 2018-19 SY.

- If this were your request, you could communicate back and forth with the SIS team member assigned to it by using the **Notes** section of the ticket, as shown here:

**T** B I U abc x, x² T- rT- HI- T- [icons] KB link | Template

Anything you type, insert or attach here will be saved with the ticket.  
It will be sent in an email to you and the SIS team member assigned to the ticket  
and will be copied to anyone assigned as a secondary agent or a CC user.

You can reply back and forth to the emails  
or use the Notes section of the ticket to respond.  
Either way, a complete record of all communication  
is logged with the ticket for easy reference by all.

Add attachment

Note type: Public reply  
 New state: Awaiting Reply

Send message  
Send and go to all tickets

## **Troubleshooting**

Whenever possible, please use the TST BOCES Helpdesk System to submit your questions, either from within your PD Request for content questions or by creating an IT Support ticket for technical questions. This will ensure the fastest response from the first available team member.

If you are unable to use the Helpdesk system, please contact us directly and we will get back to you as quickly as possible.

For questions regarding the **content** or **proper completion of the In-District PD for Educators e-Request**, please contact:

**Beth Dryer**

*Regional Coordinator of Curriculum and Professional Development*

607-257-1551, ext. 1040

[bdryer@tstboces.org](mailto:bdryer@tstboces.org)

For questions regarding **logging in** or **using the TST BOCES Helpdesk system**, please contact:

**Ted Rozelsky**

*Microcomputer Specialist*

607-257-1551, ext. 1060

[trozelsky@tstboces.org](mailto:trozelsky@tstboces.org)