Introduction

Con Ed has a new online help desk system for you to request support and view the status of existing requests. There are two main reasons why we have moved to an online system:

- Speed - When you create a new request we get notified straight away, reducing the time it takes to resolve issues.
- Communication - You can login at anytime to view the status of your support requests. Plus, you will receive up-to-date information about your requests by email.

How to Register

1. Navigate To   http://www.con-ed.co.uk/helpdesk/

2. Click on 'Create My logon' to display the registration form.
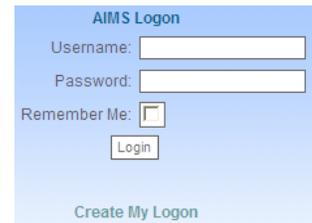
AIMS Logon
Username:
Password:
Remember Me:
Login

Create My Logon

3. Please fill in the form.
   (It is advised that you use your school email address)

   The 'Unique ID' can be copied and pasted into the box above.

4. Click 'Login'.

Create My Logon
Username
Password
Confirm Password
First Name
Last Name
Email Address
Enter Unique Number
Unique ID   12767129821432
Login

Creating Your First Support Request

If you have registered with a personal email address, the administrator will approve your details before you can create a Support Request.

1. Click on the New Ticket button on the left of the page, under the heading tickets

New Ticket

2. Fill in the form provided.
   (More information the better)
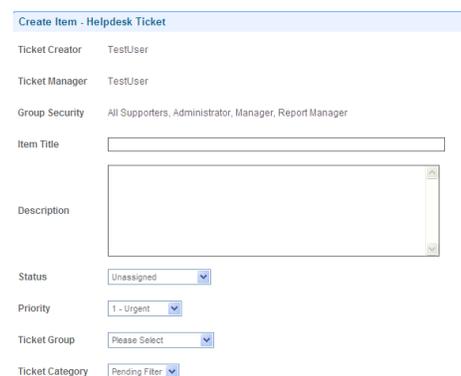
Create Item - Helpdesk Ticket
Ticket Creator   TestUser
Ticket Manager   TestUser
Group Security   All Supporters, Administrator, Manager, Report Manager
Item Title
Description
Status   Unassigned
Priority   1 - Urgent
Ticket Group   Please Select
Ticket Category   Pending Filter

3. Click on the 'Add' button at the bottom of the form

Add