

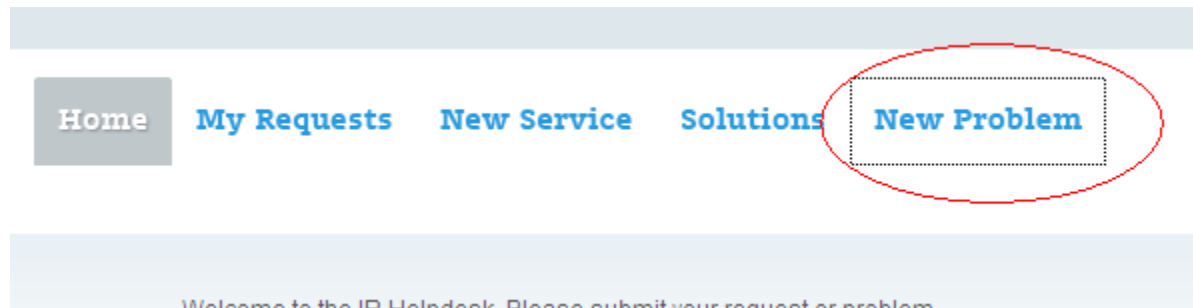
## IR Helpdesk

### SAManage

- To log onto the IR Helpdesk, please click on the link below.

[https://app.samanage.com/google?email\\_domain=laurelschool.org](https://app.samanage.com/google?email_domain=laurelschool.org)

- The new IR Helpdesk is integrated with our existing Google Apps systems. If you can't log in, reset your Laurel password. You will be able to log in after the system synchronizes – this is done hourly.
- After logging on to your account in the IR Helpdesk you will then click on “New Problem”.



- Once you click on New Problem, a screen will appear where you can report your computer problem.

## Report a Problem

Title


**Hardware**

Description

The "A" on the keyboard does not work.

- You will then click on the “site” drop down box and click on your location.

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Site    
Department

- Once you have completed these steps, you will click on “Create Incident”.

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You have now created a trouble ticket for your computer issues, and an email will be sent to the Help Desk.