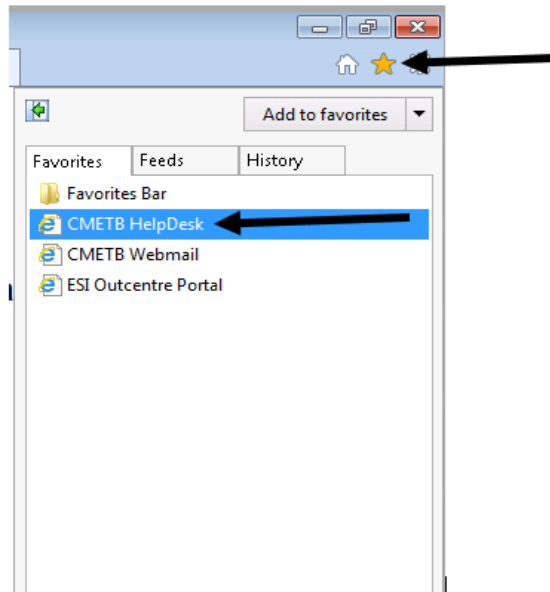



Cavan & Monaghan Education & Training Board IT Helpdesk

- Users can access the Helpdesk portal via the web-link in the internet explorer favourites bar or accessing it from your school website



- By selecting the Helpdesk web-link the user will be then presented with the login page where the user will input their CMETB username (**full-name no spaces**) and current CMETB password to gain access to the Helpdesk portal.

Cavan & Monaghan Education & Training Board
Helpdesk Portal Login



username

Password

LOG IN

[FORGOT PASSWORD](#) | [HELP](#)

- Once successfully authenticated the CMETB Helpdesk portal will be presented to the user where they can continue to create a ticket about the issue(s) by selecting **New Support Ticket** button

The screenshot displays the Cavan & Monaghan ETB Helpdesk portal. At the top left is the ETB logo and the text "Cavan & Monaghan ETB". At the top right, it says "Welcome [redacted]" with links for "Edit profile" and "Sign out". A teal navigation bar contains "Home", "Solutions", "Forums", and "Tickets". Below this is a section titled "How can we help you today?" featuring a search bar with the placeholder "Enter your search term here..." and a "SEARCH" button. To the right of the search bar are two buttons: "+ New support ticket" (highlighted with a black arrow) and "Check ticket status". A green notification bar at the bottom left says "Login successful!". Below the notification are two main content areas: "Knowledge base" and "Community forums". The "Community forums" section indicates "No forum topic yet" and provides a link to "Start a new topic?".

- The user will continue to fill in the support request form by filling in the mandatory fields and selecting the appropriate pre-populated options (**see example below**). Once the ticket is submitted a support agent will be assigned the ticket. The affected user will get notifications on any updates of the ticket in their portal and also directly to their CMETB email.

The screenshot shows the 'Submit a ticket' form on the Cavan & Monaghan ETB portal. The form is titled 'Submit a ticket' and contains the following fields:

- Requester ***: Two input fields, one containing 'username@school.ie' and the other 'Your Name'.
- Subject ***: An input field containing 'Printer not operational'.
- School Name ***: A dropdown menu with 'BallyBay Community School' selected.
- Request Type ***: A dropdown menu with 'Hardware' selected.
- Select from list ***: A dropdown menu with 'Printer' selected.
- Priority ***: A dropdown menu with 'Medium' selected.
- Description ***: A rich text editor containing the text: 'The printer in Room 32 is currently showing offline. The network cable is inserted and I have restarted it and checked it for paper. Can you assist please with this issue?'.

At the bottom of the form, there is a 'Browse...' button and a 'Submit' button.

NB It is recommended that the affected user continues to use the CMETB Helpdesk portal as the only communication mechanism for all Helpdesk queries.**