

Using the K1000 Service Desk

- 1) To access the service desk browse to <https://kbox1k.ppcsd.org>
- 2) To login, make sure that you have selected **PPCSD** under organization and enter your school user credentials **without** the “@ppcsd.org”:



Welcome and Login...

Please login below using your PPCSD username and password (enter your username WITHOUT the "@ppcsd.org" and select PPCSD for "Organization") to request service on district computer technology assets:

Login (user name): Password:

Organization:

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

Login

- 3) To report an issue click on the “**Have a problem? Report it**” button:
Note: You can also click on “**Service Desk**”, then “**New**” on the **Service Requests** screen

- Home
- Service Desk
- Knowledge Base

Quick Actions



Service Requests

Service Requests

No service requests available for display.

- 4) Enter information in all of the **required** fields. You can add additional comments, attachments and screenshots at the bottom of this page. If the equipment you are requesting service on does not have a “Property of Pine Plains CSD” tag, please enter “0” in the Asset Tag # field:

New Service Request | I.T. Service Desk

Problem Description: (required)
Monitor is not working

Submitter:
HS Teacher

Room Number: (required)
123

Asset Tag # (if none enter "0"): (required)
12345678

Location: (required)
High School

Category: (required)
Hardware
Repair
Monitor

Comment:

Type something

5) When you are finished, click **“Save”** to submit the request

6) You can review your open requests by clicking on **“Service Desk”** or **“Service Requests”** from the **Home** screen:

