

## Updating your Contact Information

Open your web browser (Internet Explorer, Firefox, Safari)  
Preferred Browsers for the ticket system are: Windows Internet Explorer and Mozilla Firefox

Open: <http://connect.spps.org>

Click on Service Desk link on bottom left side of the blue diamond outlined in yellow.



You will be redirected to the page below.

[Home](#) >

### SPPS Service Desk

#### ***Your single contact for all SPPS IT services:***

This is the place to submit a ticket to get your technology related problem fixed.

SPPS Staff can now fill out their own Service Request Tickets online!

Click the link below to log into the ticket system

#### **[Submit Service Desk Tickets Here](#)**

For automatic login please use Firefox or Internet Explorer

Log in using the following:

**username:** `isd625username` (*username* is usually eXXXXXX where X=your employee number)

**password:** your regular password to go with the *username*

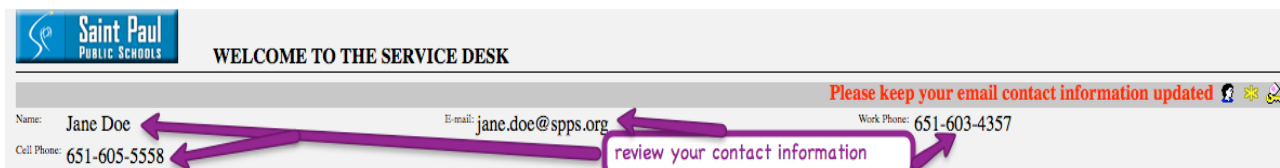
Click here to submit  
"Service Desk Ticket"



Please review the login information and click the link to log in.

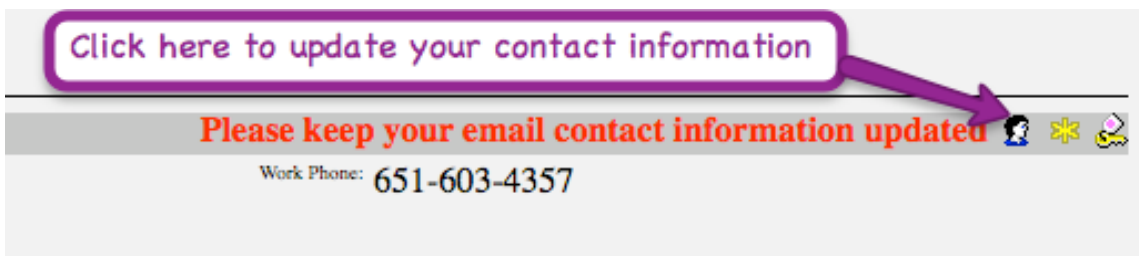
## Updating my contact information

- Once you log in you will see your information displayed at the top of the page.



Screenshot of the service desk header. The top left shows the Saint Paul Public Schools logo. The text 'WELCOME TO THE SERVICE DESK' is centered. On the right, there is a red notification: 'Please keep your email contact information updated' with icons for Facebook, a star, and a speech bubble. Below this, the user's contact information is displayed: Name: Jane Doe, E-mail: jane.doe@spps.org, Work Phone: 651-603-4357, and Cell Phone: 651-605-5558. A purple box with the text 'review your contact information' and an arrow points to a person icon next to the user's name.

- If you need to update the information click on the person icon.



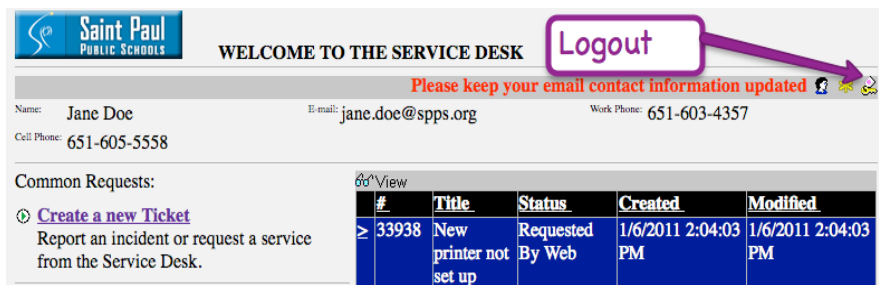
Screenshot of the service desk header. A purple callout box with the text 'Click here to update your contact information' has an arrow pointing to the person icon in the notification area. The notification text 'Please keep your email contact information updated' and the user's work phone number '651-603-4357' are also visible.

- Change information as needed



Screenshot of the contact information update form. The form has fields for Name, E-mail, Work Phone, and Cell Phone, all containing the same information as the previous screenshot. At the bottom, there are 'OK' and 'Cancel' buttons. A purple callout box with the text 'Change any information that needs changing and click ok to save.' has an arrow pointing to the 'OK' button.

- Click the OK button to save and exit.
- Review the updated information displayed above your home page.
- Click on the key in the upper right hand corner to **Logout**.



Screenshot of the service desk home page. The top header shows the Saint Paul Public Schools logo, 'WELCOME TO THE SERVICE DESK', and a 'Logout' button with a key icon. Below the header, the user's contact information is displayed. A red notification 'Please keep your email contact information updated' is present. Under 'Common Requests', there is a link 'Create a new Ticket' with a sub-description. To the right, there is a table with columns: #, Title, Status, Created, and Modified. A purple callout box with the text 'Logout' and an arrow points to the 'Logout' button.

#	Title	Status	Created	Modified
> 33938	New printer not set up	Requested By Web	1/6/2011 2:04:03 PM	1/6/2011 2:04:03 PM