

Chesapeake Public Schools HELP DESK

A new centralized resource to support your technology needs and requests.

The CPS Help Desk is a support system that assists all staff, students, and parents of Chesapeake Public Schools by providing self-service resources that quickly get you help when and where you need it, while seamlessly integrating technology resources used throughout our school district.

Find self-service content (articles & videos) to solve your problem.

Visit: helpdesk.cpschools.com



Click “**Sign In**” in the top right corner to create an account to track all of your help request tickets.

- **Parents:** Create your own account.
- **Staff:** Your account has been created through OneLogin. Simply sign-in to your OneLogin account and click the Zendesk CPS Help Desk app.
 - *Note: Signed-in CPS staff will have access to additional staff-related content found within each category in addition to the CPS Staff Portal.*

How do I request help or submit a question?

Click “**Submit a Request**”, in the top right corner. Provide the necessary information in each field of the form.

Filling out your help request form:

- **Tell us about your problem:** Choose the description that best fits your problem.
- **Request topic:** Enter a descriptive title for your request.
- **Enter additional/specific details about your request:** Provide detailed information about your request that will help our Support Team better assist you.
- **What is your role? (parent, student, staff):** Select your role. Be sure to complete the corresponding fields telling us about yourself and/or your student.
- **Submit attachments:** Attach files as needed such as photos, documents, etc. that may assist with solving your problem.

Once your request is submitted, a CPS Help Desk Support Team member will respond as soon as possible.

You will receive notifications about your help request via email and can share additional information by responding to these emails.