


### Purpose

Show how to access WebHelpDesk to request bus video.

### Procedures

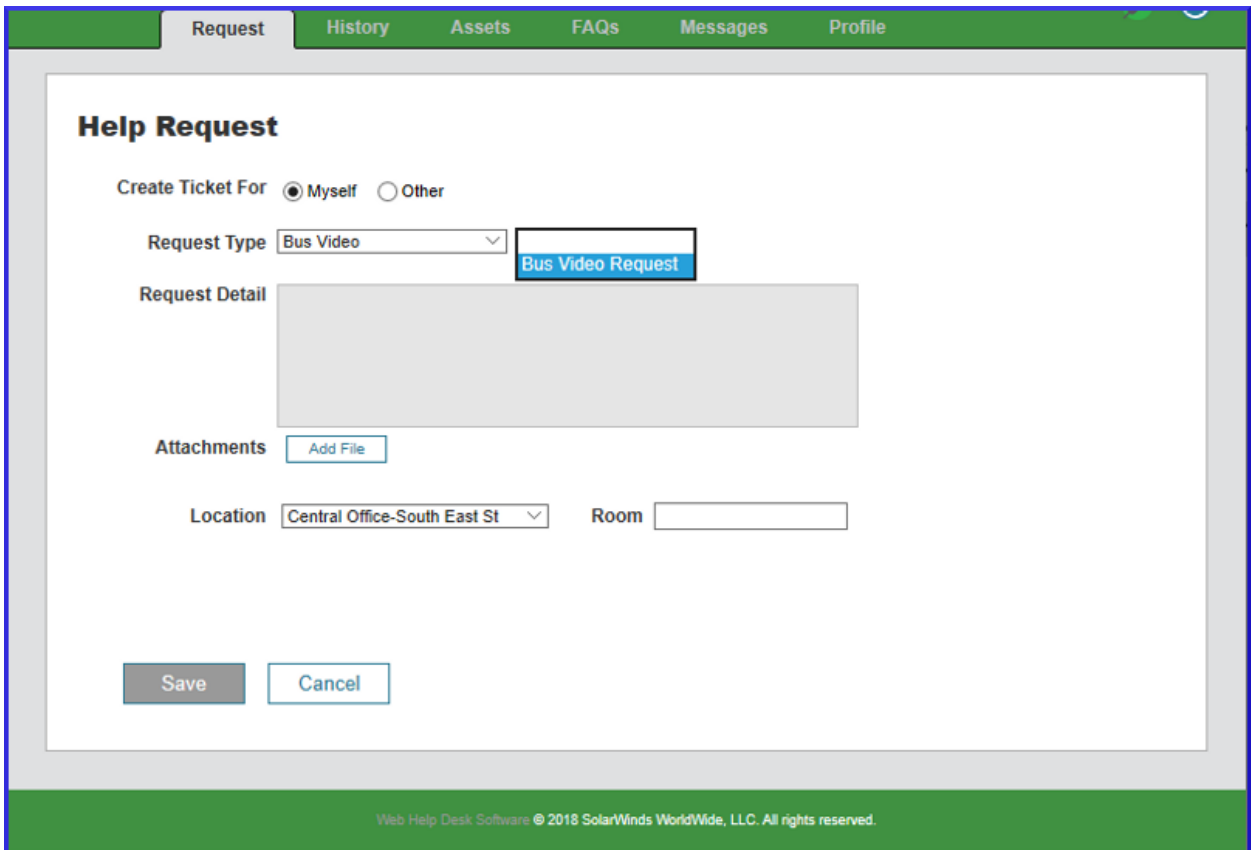
#### 1.1 Launch WebHelpDesk

From a FCPS Windows device within the FCPS network, click the WebHelpDesk shortcut  from the desktop or enter the URL in a browser (<http://helpdesk.fcps.org>).

*Note: WebHelpDesk uses Single Sign On so should be done from a device where the intended requestor is signed in.*

#### 1.2 Select the Bus Video request type

Create ticket for Myself (see note above) For Request Type select **Bus Video** then **Bus Video Request**.



#### 1.3 Complete the bus video request form

Complete the rest of the form and submit.

# Requesting Bus Video

Solarwinds WebHelpDesk

Request
History
Assets
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Messages

Profile

## Help Request

Create Ticket For  Myself  Other

Request Type: Bus Video Bus Video Request

**Instructions**

This form is used to submit requests for video from bus cameras.

Please Fill out all the information possible to insure the correct video footage is made available. Use the Request Detail field at the end to include any information, notes, or special instructions about this request that was not included anywhere else on the form.

A separate request must be filled out for each bus or route. If multiple dates or AM, PM, A, B runs for the same bus or route are needed the dates and runs can be placed in the Request Detail Field.

Request Detail

May Driver Know of Request  Yes  No (CONFIDENTIAL)

Date of Incident

Bus Route #

Route  AM  
 PM  
 A Run (if applicable)  
 B Run (if applicable)

Notify Transportation Manager of this Ticket Request  Yes  No

Transportation Manager None Selected

Video File Disposition  CD  
 Thumb Drive  
 M Drive

M Drive Folder

Options Below will be Used by Transportation Managers

Video File Court Ready  Yes  No

Bus #

Bus Driver Name

Parking Location

AM Run Ends

PM Run Begins

Attachments

Location Central Office-South East St Room

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