Kayako Online Help Desk

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THE CITY OF EDINBURGH COUNCIL

Create an account

The Digital Learning Team and ICT Solutions Service Desk are part of the same help desk. If you haven't used either before, you will have to create an account before you can submit a request.

You can do this by going to https://cecsupport-csit.kayako.com/signup and filling in the form.

If you get a message saying **Email is already in use**, then you have signed up previously and should reset your password.

You can reset your password by clicking on **Sign in**, then **Forgot password. Enter your email address, then click Recover Password**

Submitting a request

You will need to sign in before you can submit a request.

For ease of use, we recommend that you add the sign in page, 'Learning & Teaching—Miscellaneous' form and ICT Services Catalogue as favourites or bookmarks in your browser.

Once you're signed in, either click on your saved link for the L&T-Miscellaneous form for enquiries for the Digital Learning Team or go to the ICT Service Catalogue and find the appropriate form there. Items commonly used by L&T staff in the ICT Service Catalogue include HR and System Password Reset.

On the form you'll have the option to attach a document in the **Upload files** section, if required.
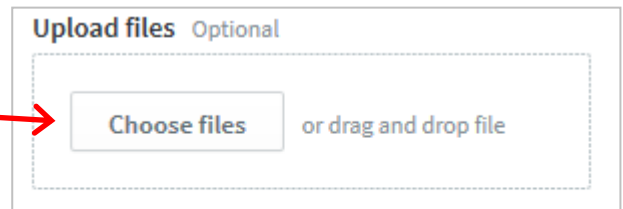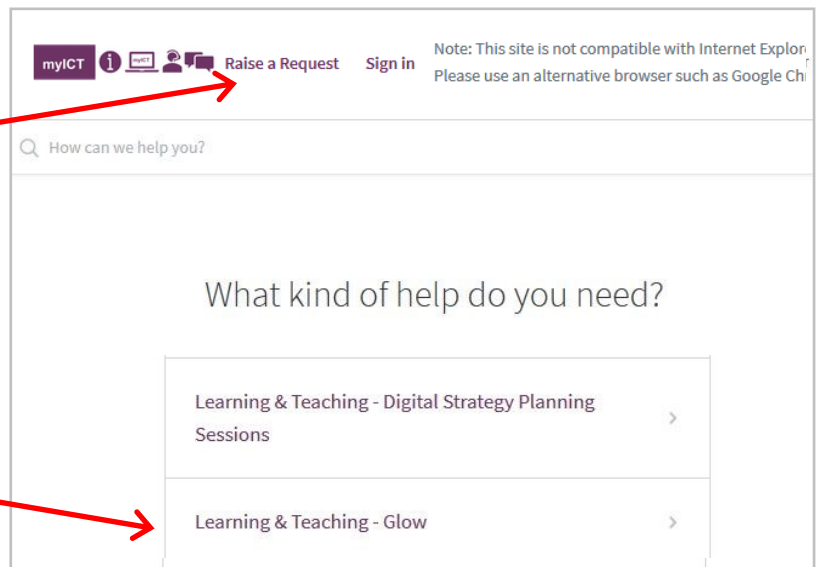
Complete all fields on your chosen form and click **Send.**

It's also possible to select forms from within the Help Desk:

Click on **Raise a Request** in the Help Desk.

Select a form

*Please note - for Digital Learning Team enquiries, **only** use options prefaced with **Learning & Teaching***

There are a lot of forms in the list, so we advise accessing via the ICT Services Catalogue or using the Learning & Teaching-Miscellaneous form.

Responding to requests

Once you have submitted your request, you will receive an automated email to say that your request has been logged
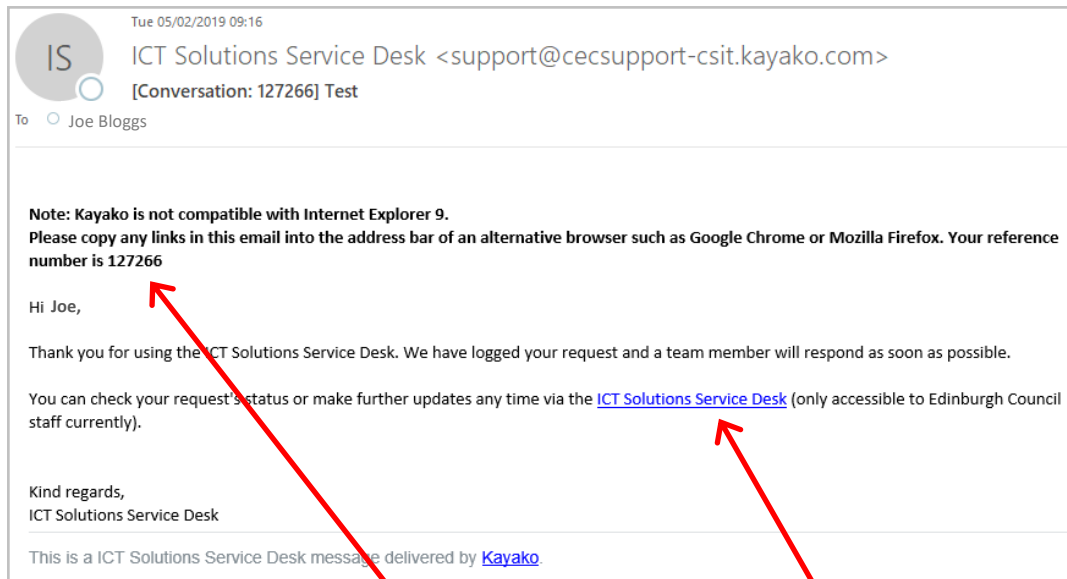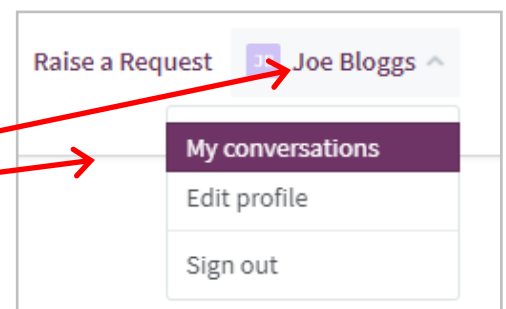

The email will have your **reference number**, as well as **a link** to your ticket in the help desk.

When a team member replies to you, you'll receive an email. You can respond by replying to the email, or by going to the '**conversation**' in the Help Desk. To do this:

Sign in to the Help Desk

Click on **your name** at the top of the screen
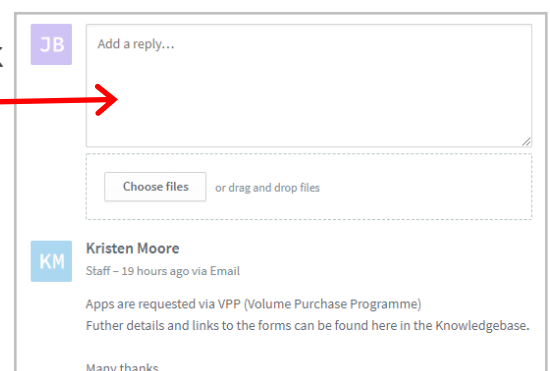
Click on **My Conversations**

Click on the **conversation** you want to respond to

It'll expand, show the reply from the Help Desk and display a **Reply Box**

Type **your response** in to the reply box, **add a file** if required, then click **Update**

Your response will appear in the thread and will be sent to the team member dealing with your enquiry.

Closing requests

Your request will be closed by the team member dealing with it once your enquiry has been resolved, or you have been advised to raise your enquiry separately with CGI or another team. Our Help Desk is separate to CGI's, so we are not able to pass tickets on to them.

Once it has been closed, you will receive a survey email.
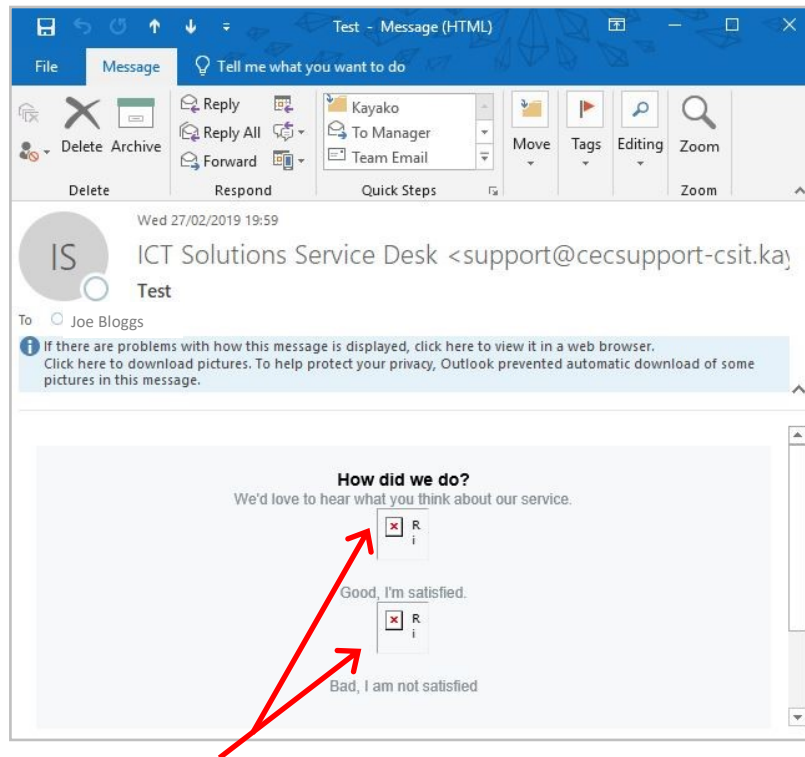
There are 2 options - **by default the images do not display**. The top image is to rate the service you have received as Good and the bottom image is to rate the service you have received as Bad

Once you click on one of them, a browser window will open. If you want to leave feedback, **select your option** again, **leave a comment** and click **Send Feedback.** If you don't want to leave feedback, close the browser window.

# General Information about support and the Help Desk

This system is currently only accessible internally via LTAD, LTAP_P and LT_OPEN

Staff should seek help and advice from their ICT Coordinator in the first instance, who then in turn can contact the Digital Learning Team or CGI if they are unable to advise or resolve the issue themselves.

Our Help Desk Support Links are for Digital Learning Team support only.

Issues for CGI should now be logged via myICT or the CGI Self-service Portal.

You can access myICT via the link on the top right of the Orb homepage
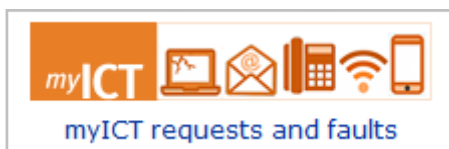
The CGI Self-service Portal can be accessed here:

https://portal-uk-prdc.cgi.com/ux/jss-sso/msp?item=CECL

You will also find this link at the bottom of any email from the CGI Service Desk.

For convenience, it is advisable to add the Help Desk sign in page, 'Learning & Teaching—Miscellaneous' form and ICT Service Catalogue as Favourites or Bookmarks in your browser.