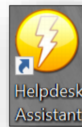
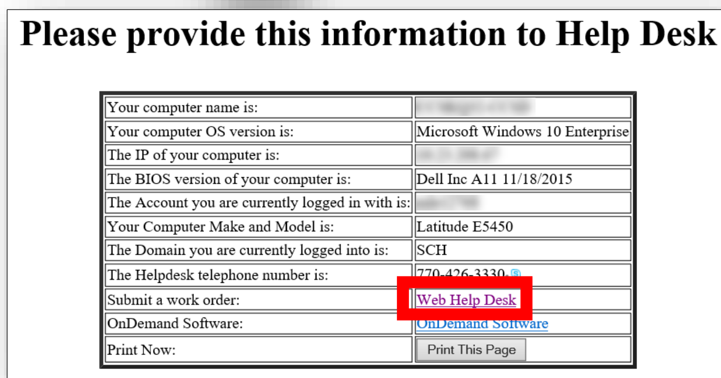
Locating and Attaching an iRespond Session Log

When scores from an iRespond session do not appear in CTLS Assess in the Results widget and other options such as Session Playback have been tried, an iRespond Session Log (file) can be attached to a work order using Helpdesk Assistant.

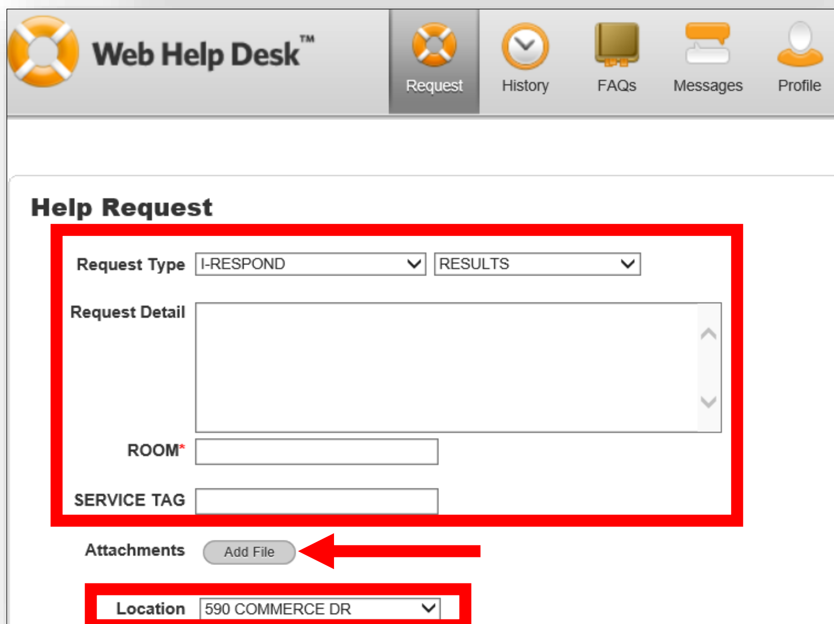
1. Double click the **Helpdesk Assistant** icon to launch it.



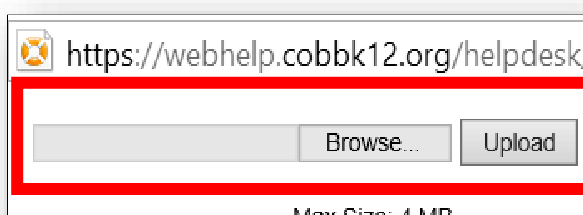
2. Click on **Web Help Desk**.
3. If needed, login with your **Badge ID** and **network password**. In most cases, your computer will automatically log you in through single sign-on.



4. Choose the request type (iRespond) and then type in the details of your situation into the Request Detail Window.



5. Click **Add File**.



6. Click **Browse** to locate the Session Log file.

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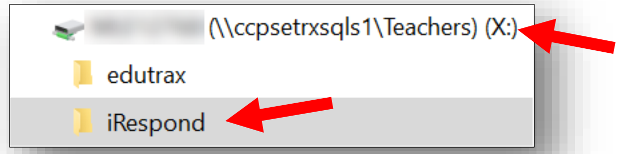
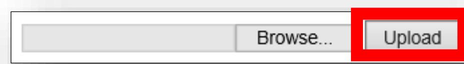
7. Navigate to: **This PC→ (X:)→iRespond.**



8. Click on the **Sessions** folder. Locate the session file and click to **highlight** the session file and then click **open.**

9. Next **click Upload** to attach the file.



10. When the upload is complete, **click save**