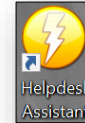


# Locating and Attaching an iRespond Session Log

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.

## Please provide this information to Help Desk

|  |                                   |
|--|-----------------------------------|
| Your computer name is:                           |                                   |
| Your computer OS version is:                     | Microsoft Windows 10 Enterprise   |
| The IP of your computer is:                      |                                   |
| The BIOS version of your computer is:            | Dell Inc A11 11/18/2015           |
| The Account you are currently logged in with is: |                                   |
| Your Computer Make and Model is:                 | Latitude E5450                    |
| The Domain you are currently logged into is:     | SCH                               |
| The Helpdesk telephone number is:                | 770-426-3330                      |
| Submit a work order:                             | <a href="#">Web Help Desk</a>     |
| OnDemand Software:                               | <a href="#">OnDemand Software</a> |
| Print Now:                                       | <a href="#">Print This Page</a>   |

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

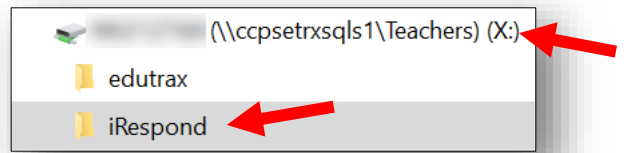
A screenshot of the Web Help Desk interface. The top navigation bar includes "Request", "History", "FAQs", "Messages", and "Profile". The main content area is titled "Help Request" and contains a form with the following fields: "Request Type" (I-RESPOND), "RESULTS", "Request Detail" (a large text area), "ROOM\*", "SERVICE TAG", "Attachments" (with an "Add File" button), and "Location" (590 COMMERCE DR). A red box highlights the "Request Type" and "Request Detail" sections. A red arrow points to the "Add File" button. The "Location" dropdown is also highlighted with a red box.

5. Click **Add File**.

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

A screenshot of a file upload dialog box. The address bar shows "https://webhelp.cobbk12.org/helpdesk/". Below the address bar are "Browse..." and "Upload" buttons. A red box highlights these two buttons. At the bottom, it says "Max Size: 4 MB".

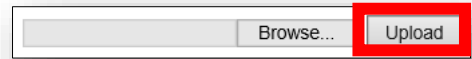
7. Navigate to: **This PC** → **(X:)** → **iRespond**.



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**