

# Zendesk: First Login Instructions

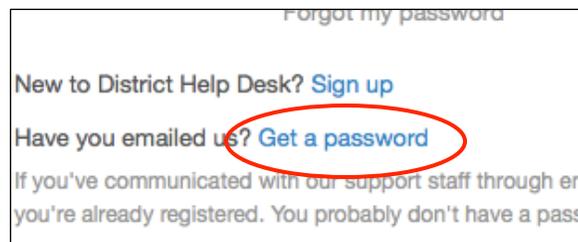
The following instructions will assist you in logging into Zendesk for the first time. Being able to login to the Zendesk web interface will allow you to view your open tickets, as well as any tickets you've had in the past. You will also be able to access the web form to enter new tickets without having to use your e-mail.

## Step 1 – Getting to Zendesk...

Open your web browser (Safari, Firefox, Chrome, etc...) and navigate to: **wilmette39.zendesk.com**

## Step 2 – Setting your password...

Once the page has loaded, click "Get a password".



## Step 3 – Enter your district email...

Enter your district email address (\*\*\*\*\*@wilmette39.org) and click "Submit" to continue. An email will be sent to your district email account with a link that will allow you to set your password.

## Step 4 – Set your password...

Open your district email, open the email sent from "District Help Desk", and follow the provided link to set your password. Once the site loads, enter your new password and submit it. You should now be logged into the Help Center.

## Step 5 – View your requests...

Click the "down arrow" next to your name in the top right corner of the page. This will open a dropdown menu. Click "My activities" to continue. You can now see all of your open tickets in this view.

Please bookmark this page for quick access.

**<https://wilmette39.zendesk.com/hc/en-us/requests>**

