HAYES Software Systems

TROX

GetHelp

INTEGRATED HELP DESK SOFTWARE BUILT FOR K-12 EDUCATION

Increase your district's efficiency with GetHelp, a help desk tool integrated with TIPWeb-IT asset management software.

GetHelp is a help desk software built to manage the use, availability, and health of your district's inventory. With asset management built directly into the workflows of ticket resolution, your technicians see information related to an asset without having to log in and out of disparate systems. GetHelp makes it easy to manage the growing influx of work orders so you can spend less time managing tickets, and more time resolving them.

A Complete Technology Management and Support Solution

Help Desk Software

Asset Management Software

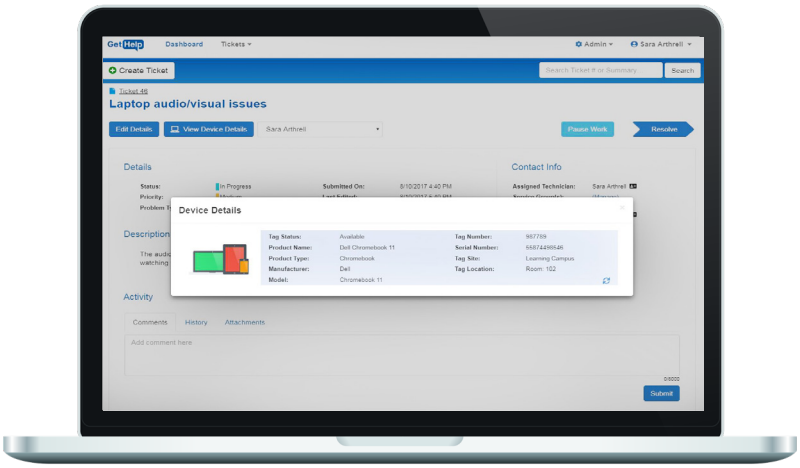
Integration with TIPWeb-IT Streamlines Your Workflows

GetHelp integrates seamlessly with TIPWeb-IT, an asset management system built for the unique needs of K-12 schools. Centralize your district and campus inventory into a cloud-based system that empowers you to manage the entire lifecycle of your assets, complete audits, comply with mandatory reporting requirements, manage the assignment of 1:1 devices, and much more. The integration between the two systems gives you a complete snapshot of the use and health of your district's technology, while creating more efficient workflows.

A Help Desk System with Built In Asset Management

Hassle-Free Ticket Creation for Teachers, Students, and Staff

- Allow users to submit tickets via email or online portal with built-in shortcuts identifying assets assigned to them in TIPWeb-IT.
- Customize ticket templates, problem types, and priority levels to fit your district's needs.
- Require fields or attachments in a ticket to ensure your technicians have the information needed for quick resolution.



Streamlined Ticket Management for Technicians

- Automate workflows by routing tickets to groups of technicians based on problem type or location.
- View details about an asset, like its tag number and location, in the GetHelp ticket.
- See all tickets associated with an asset in TIPWeb-IT and review details such as status and history.

About Hayes Software Systems

For nearly 30 years, Hayes has empowered school administrators to make confident, data-driven decisions with inventory products and services built for the unique needs of K-12. Used in over 8,000 schools, including 35 of the largest 100 districts in the country, Hayes's inventory control solutions impact over 8,000,000 students.

Quickly respond to help desk tickets with GetHelp, so teachers, staff, and students stay focused on what matters most — teaching and learning.

Spend less time managing tickets, and more time resolving them.

Contact your Trox representative to learn how you can save your district time, money, and resources.