Helpdesk Kiosk for Chromebook Drop off

Simplify the process of students reporting issues with their Chromebooks and leaving them for IT to repair by utilizing the SyAM Helpdesk Public Form in conjunction with Chromebooks operating in Kiosk Mode.

By using Chromebooks in Kiosk Mode, the public form is readily available for each student, with automatic clearing and preparation for the next student, streamlining the process.

Student Chromebook Drop Off Kiosk

Student ID*

Enter your student ID

Student School Email Address*

Enter your school email address

Chromebook Asset Number*

Enter the asset number or use the Bar Code scanner

What's wrong with the Chromebook*

Provide details on the issue

Please take your Chromebook and drop it off at the Media Center

I'm not a robot

reCAPTCHA
Privacy - Terms

submit

Step 1 Create the Public Form

Log into Site Manager

Create an Event Type called Student Kiosk and assign it an Asset Classification if you wish to assign these tickets to specific technicians

To create the form, click on Administration, select Self Service, give the new form a name and select Student Kiosk (Or whichever event type you wish to use for the form)

Drag over the Ticket into the form to create all the required fields.

To simplify the form, we are just asking the student to complete the following fields

Student ID (The name is used in the Owner field of the Chromebook Asset)

Student's School Email Address

Student School Email Address *

Required	☑
Label	Student School Email Address
Help Text	
Placehol...	Enter your school email address
Class	form-control
Name	syamcustomeremail

Chromebook Asset Number or this can be serial depending on how you track the devices

Required	☑
Label	Chromebook Asset Number
Help Text	
Placehol...	Enter the asset number or use the Bar Coc
Class	form-control
Name	syamassetnumber
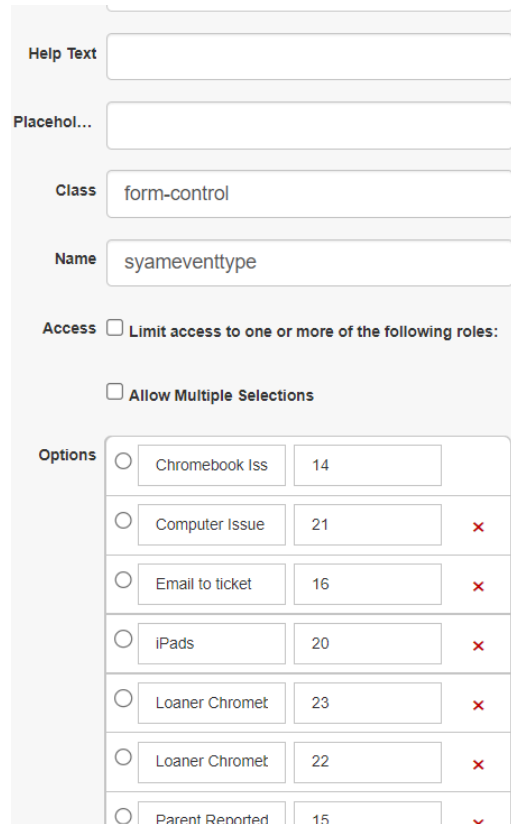
You can either make all tickets the same Event Type using the Hidden Input

Hidden Input

Name	syameventtype
Value	14
Access	☐ Limit access to one or more of the following roles:

Close

(To retrieve the event type values, create a new test form, drag over ticketing, and view the Event Type field). Make note of the number and enter that in your Student Kiosk Form.
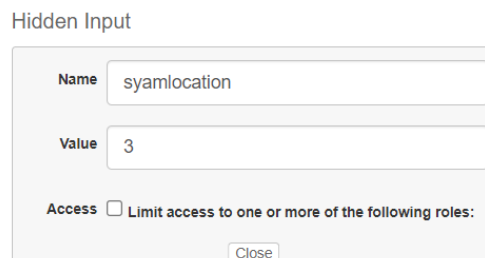
Or you can present a list of Event Types to the Student to choose from, remove any of the event types you do not wish the student to choose from.

Help Text		
Placehol…		
Class	form-control	
Name	syameventtype	
Access	☐ Limit access to one or more of the following roles:	
	☐ Allow Multiple Selections	
Options	○ Chromebook Iss	14
	○ Computer Issue	21	✕
	○ Email to ticket	16	✕
	○ iPads	20	✕
	○ Loaner Chromet	23	✕
	○ Loaner Chromet	22	✕
	○ Parent Reported	15	✕

You can use hidden input for the school location

Hidden Input

Name	syamlocation
Value	3
Access	☐ Limit access to one or more of the following roles:
	Close

(To retrieve the Location values, create a new test form, drag over ticketing, and view the Location field). Make note of the number and enter that in your Student Kiosk Form.

Or you can present a list of Locations to the Student to choose from, remove any of the location you do not wish the student to choose from.

Required ☐		
Label	Customer Location	
Help Text		
Inline ☐ Display radio inline		
Class	space separated classes	
Name	syamlocation	
Access ☐ Limit access to one or more of the following roles:		
Enable "... ☐ Let users to enter an unlisted option		
Options ○	Central Office	2	
○	Elementary Sch	5	✕
○	High School	3	✕
○	High School Mec	6	✕
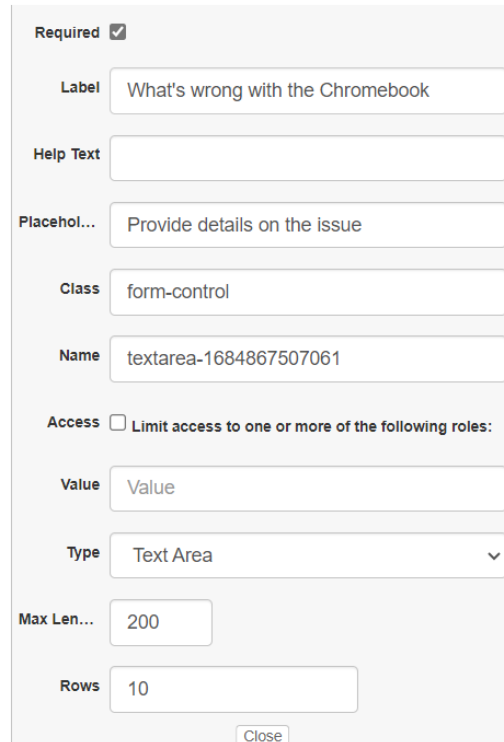
Create a Text Entry box so the student can provide information on the issue with the Chromebook.

Required ☑	
Label	What's wrong with the Chromebook
Help Text	
Placehol...	Provide details on the issue
Class	form-control
Name	textarea-1684867507061
Access	☐ Limit access to one or more of the following roles:
Value	Value
Type	Text Area ⌄
Max Len...	200
Rows	10
	Close
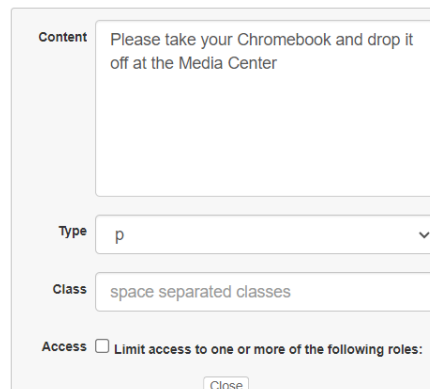
If you wish to a add any further instructions use a Paragraph field

Content	Please take your Chromebook and drop it off at the Media Center
Type	p ⌄
Class	space separated classes
Access	☐ Limit access to one or more of the following roles:
	Close

Press Save

Click on Public Form, create a new form, Select the name of the form, site, and default event type. You can also enter a message that will pop up on screen when the ticket is submitted.

Public Form   ✕

Choose Form
| Student Kiosk ⌄ |

Default Site
| School District ⌄ |

Default Event Type
| Student Kiosk ⌄ |

Form Submit Response
Please drop the Chromebook off at the media center

Close   Save

Click on the link to view and test the public form

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submit

Step 2 Create the Kiosk Chromebook and apply URL

Log into G-Suite, select devices, chrome, apps & extensions, Kiosks.

Now select the orgunitpath that you wish to apply the Kiosk URL to

Click on the yellow circle and select the top icon Add by URL

Enter the URL used to open the Student Kiosk public form and press Save

Select the URL for the Auto- launch App

| Auto-launch app | None |
| | https://helpdesk.syamsoftware.com:8443/portal |

Press Save button located at the top of the screen.

Move the Chromebook Device(s) into the orgunitpath where you have configured the Kiosk

The Chromebook will autoload the URL used for the helpdesk public form when powered on without a user having to log in