NJSLEDS Help Desk Update: New Comment Feature

Districts requested a clearer, faster, and more secure way to communicate with the NJSLEDS Help Desk. With this update, you will now be able to add comments directly to your Help Desk cases. By entering comments in the system, all communication stays in one place; student information remains protected, and duplicate tickets are avoided.

This will now be the preferred method for creating and managing all new and existing Help Desk tickets.

Why This Change Was Needed

Previously, when a district emailed the Help Desk to ask for an update or provide more information, the system treated each email as a new ticket. This caused several issues:

- Each follow-up email generated an entirely new ticket, resulting in duplicates that overwhelmed the system.
- Districts were unable to view their complete case history in a single location. Since email threads aren't accessible in the NJSLEDS portal, districts frequently lost track of previous conversations.

## How the New Comment Feature Fixes This

- **You're able to leave as many comments as needed on a single case.** Every follow-up remains connected under one case number, eliminating duplicate tickets and confusion.
- **The Help Desk is notified when you comment**. When a district adds a comment, the system automatically updates the case status to **LEA Comment**, alerting Help Desk staff that new information has been added.
- **All communication stays in one secure place.** District users and Help Desk staff can both see the full conversation thread inside the portal. This keeps case history organized and easier to follow.
- **Enhanced security for student and staff data.** Comments remain accessible solely within the NJSLEDS platform when users are logged in, thereby preventing the transmission of confidential information via unsecured email channels.

This new comment feature will allow users to continue to communicate with the Help Desk for all existing and new cases.

Step-by-Step Instructions

1. Go to the "Cases" Section

After logging in to the NJSLEDS system, click View All Cases. This is where you will see all the Help Desk tickets your district has submitted — whether they came from the website, email, or phone.
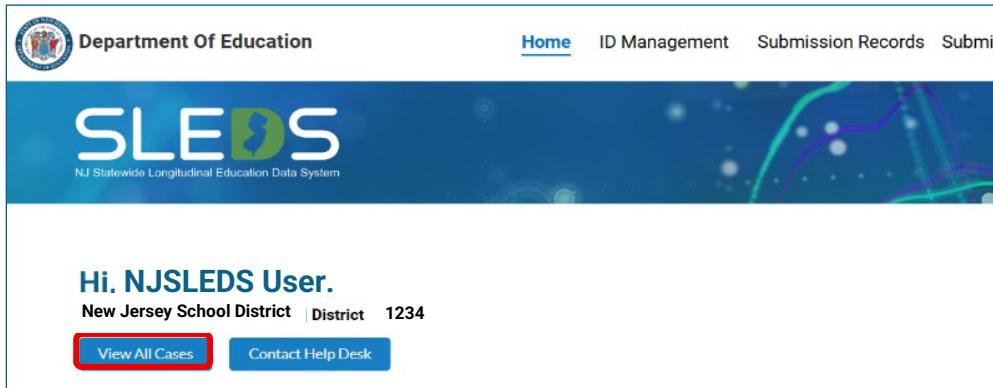
Help Desk Phone: 609-376-3970, or
"Contact Help Desk" button on NJSLEDS system homepage

NJSLEDS User Resources Website

Last Updated: January 2026

2. View List of Cases

The case list shows helpful information like:

- Case Number
- Status
- Type of request
- Who the Help Desk is communicating with

| Department Of Education | | | | | | Home | ID Management | Submission Records | Submission Upload | Submission History | Reports | Appeals | |

All Cases — Show Filter
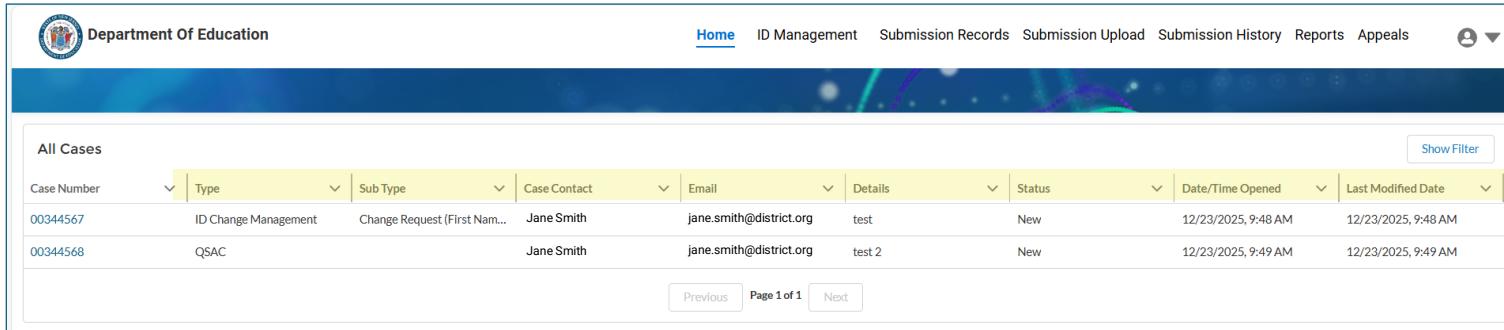
Case Number	Type	Sub Type	Case Contact	Email	Details	Status	Date/Time Opened	Last Modified Date
00344567	ID Change Management	Change Request (First Nam...	Jane Smith	jane.smith@district.org	test	New	12/23/2025, 9:48 AM	12/23/2025, 9:48 AM
00344568	QSAC		Jane Smith	jane.smith@district.org	test 2	New	12/23/2025, 9:49 AM	12/23/2025, 9:49 AM

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3. Review a Case

Click on the case number you want to review. You will see the details of your request as well as any information the Help Desk has shared with you.

< View All Cases

Case Details

Case Number:
00344568

Case Origin:
Web - NJSLEDS

Status:
New

Phone Number:
6095551234

Email:
jane.smith@district.org

Phone Extension:

Type:
QSAC

Sub Type:

Sub Category:

Subject:

Details:
test 2

Description:

Case Comments (1) — New
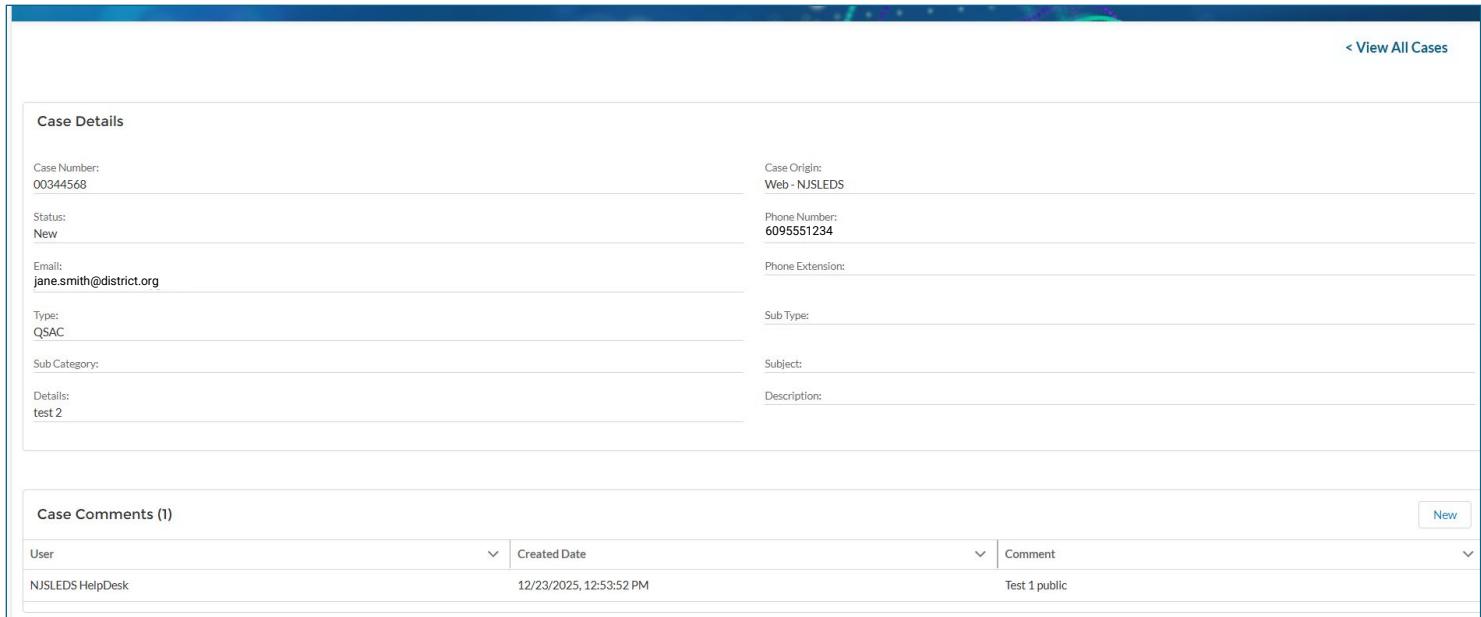
User	Created Date	Comment
NJSLEDS HelpDesk	12/23/2025, 12:53:52 PM	Test 1 public

4. Read Comments from the Help Desk

A comment section will show any messages the Help Desk has posted for you.

Case Comments (1) — New

User	Created Date	Comment
NJSLEDS HelpDesk	12/23/2025, 12:53:52 PM	Test 1 public

5. Add Your Own Comment

If the case is still active, click "New" and you will see a place to add your comment.
You can use this to:

- Answer a question
- Provide more details
- Follow up on your request

When you submit a comment, the comment alerts the Help Desk that you have updated your case.

6. See Your Updated Case

Once your comment is submitted, it will appear in the thread.
The case status will automatically update so the Help Desk knows you've replied.

7. When You Can Comment on a Case

In general, you can add comments in most cases. However, when the Help Desk is actively working on your issue (status equals "In Progress"), or if the case has been finalized (status equals "Closed"), the comment option will not be available. This ensures the team can focus on resolving your request without interruptions and keeps closed cases organized.

If your case is closed and you still need to follow up, please create a new ticket and reference the previous case number to maintain continuity.

What About Email?

The NJSLEDS Help Desk email (helpdesk-sleds@doe.nj.gov) will no longer be used for managing or creating tickets. Moving forward, all tickets must be submitted through the "Contact Help Desk" button on the NJSLEDS system or by calling (609) 376-3790.