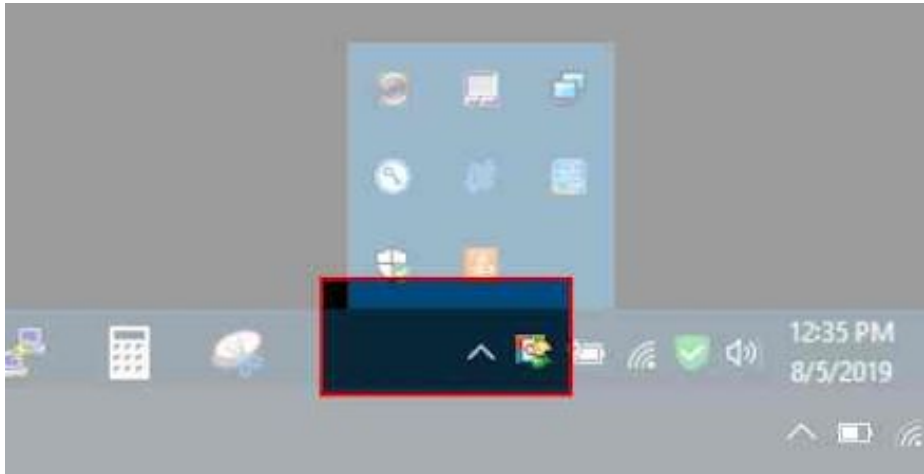


HOW TO SUBMIT A HELPDESK REQUEST On Campus, Off Campus & Inoperable PCs EFFECTIVE JULY 31, 2019

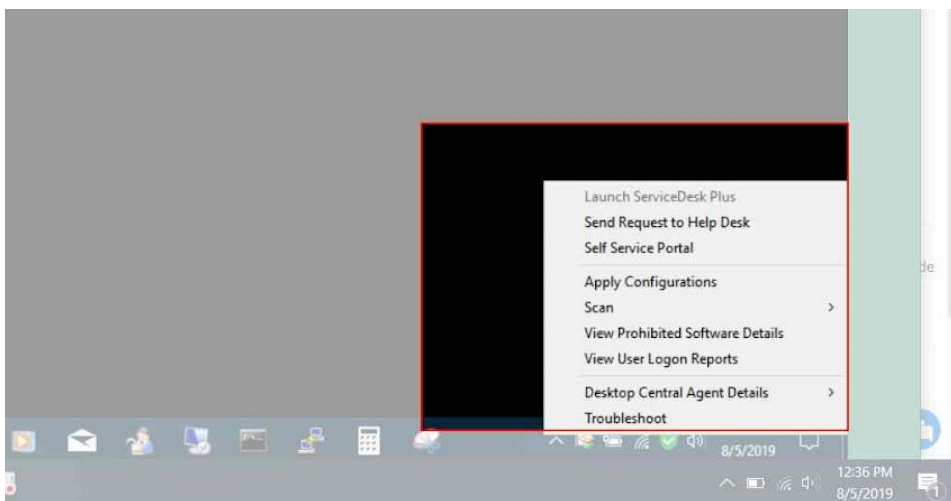
Attention: Dermott School District staff/personnel

Please utilize this step by step guide for instructions on submitting help desk requests.

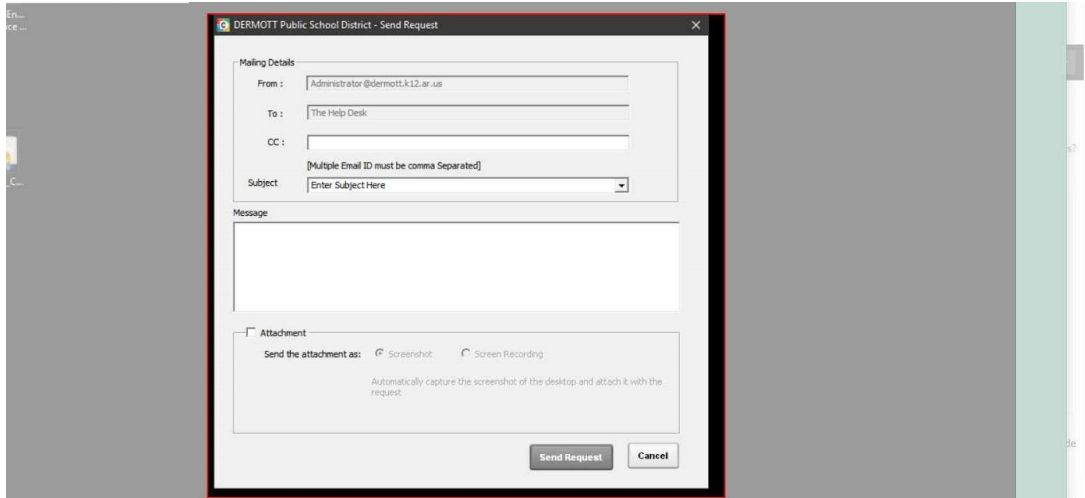
ON CAMPUS



1. To submit a helpdesk request, find the Manage Engine icon on your taskbar. If you do not see it, click the up arrow to find it in your hidden icon(s) tray.



2. Right Click on the Manage Engine icon, and select 'Send Request to Help Desk'



3. A dialog box will pop up, and here you will be able to enter a subject and type your message. Please explain the issues clearly and with as much detail as you can provide. From here, you can select to send us an attachment or a screen recording of your screen.

The Technology Department will be as prompt as possible in fixing reported issues. Please remember some issues submitted to the help desk will take priority over others.

OFF CAMPUS

If you are off campus you will submit help desk requests by emailing helpdesk@dermott.k12.ar.us

Please include any error messages, and give a detailed explanation of what you are needing, or the issue you are having.

Inoperable PC

If your PC is inoperable to be able to submit a help desk request in the above mentioned formats, please call Technology Support (Extension 1611) or Arneice Gardner (Extension 1401).