

# Georgetown ISD Online Technology HelpDesk

## IT Direct from SchoolDude.Com

Georgetown ISD provides an online system for requesting technology help. If your computer is malfunctioning, you have forgotten a password, your website updates are not working, or you have any technology issue that requires assistance, you can directly make a request through the online HelpDesk system.

On GISD school campuses, the Campus Technology Facilitator is your first point of contact if you have technical problems or questions. If you cannot reach your Campus Technology Facilitator, or you work in a building that does not have an assigned facilitator, you can contact the Technology HelpDesk in one of two ways:

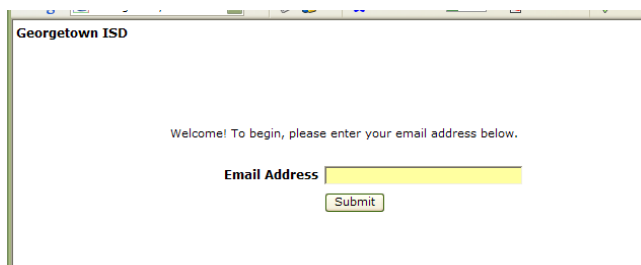
- Call the HelpDesk directly at extension 5005.
- Access the Online Technology HelpDesk using the following instructions.

### To Access the Online Technology HelpDesk:

1. Go to the GISD website at [www.georgetownisd.org](http://www.georgetownisd.org).
2. Scroll down the home page to the Staff Center in the bottom left corner and click on the **Technology HelpDesk** link.

### Logging in to the Technology HelpDesk:

1. After clicking the link to the Technology HelpDesk, you'll see the screen to the right. Enter your email address in the field provided. This will need to be your **complete** email address:  
**username@georgetownisd.org.**



2. If this is **not** your first year as an employee of GISD, your email address should already be in the system, and you will be taken directly to the request screen. You may skip directly to **Creating a Technology Help Request** on the next page of this document.
3. If this is your first year as an employee of GISD, or you have never used the online request system before, you may need to go through a few more steps, but only the first time you log in to the system. Enter your last name in the box provided and click the **Submit** button.
4. If your last name is found in the system, you will see a list of users with your last name.  
  
If you see your name and email, select that option. Click the **Submit** button.  
  
If you are not any of the users, select the **My name is not listed** option.
5. If your name is not found, or you chose **My name is not listed**, you will be given the option to add yourself to the system.

Enter your **First Name**. Add or verify your **email address** and your **Last Name**. If any of this information is incorrect, please correct it at this time. Please also add your **phone number (just the extension)**. You can leave any other requested fields blank. Click **Submit**.

## Creating a Technology Help Request

1. You will see a screen which looks like the one to the right. (**NOTE:** Make sure you click the blue **IT Request** tab at the top left of the screen before proceeding.)

At this point, you must fill out all areas with **red check boxes**.

**Step 1: Please be yourself:** Your contact info is prefilled. You can update your phone (just input the extension), but no other info about you can be changed on this page.

2. **Step 2: Location:** Select your **campus** from the location drop down menu. Select an **area** if you find one that applies to your situation. Type in a **room number** or **location** in the **Area/Room Number** box.

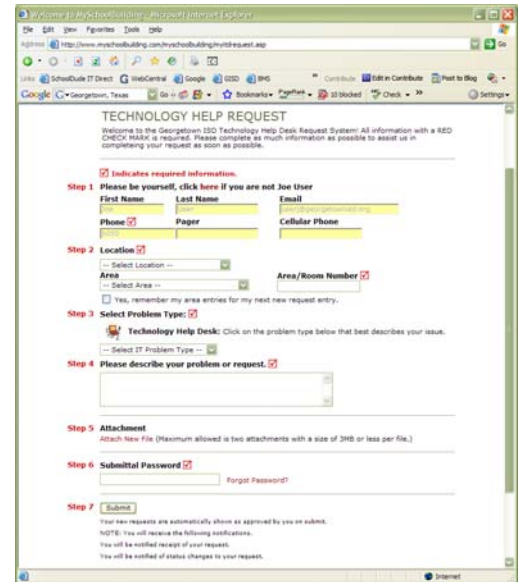
If you consistently report issues for one primary location, you can check the box next to **Yes, remember my area entries for my next new request entry**.

3. **Step 3: Select Problem Type:** From the dropdown menu, select the category of the problem. If you are uncertain of what to select, pick **Unknown/Not Sure**.
4. **Step 4: Please describe your problem or request:** Please describe the problem in as much detail as possible.

*My computer won't work* may be true, but it is not very helpful to technology staff in determining the quickest way to solve your problem. *My computer turns on but immediately shows a blue screen and shuts back down on its own* is much more descriptive and will help get the appropriate help to you in a more timely manner.

If error messages are involved, noting error numbers or quoting the messages to the best of your ability is also helpful. If you are having problems with a document or other type of file, the exact location of the file (in your home folder or in a shared network folder) would also be helpful.

5. **Step 5: Attachment:** If you have information relevant to the technical issue, such as a screen shot of an error message or an example of a file with formatting issues, please upload it here. *This step is not required.*
6. **Step 6: Submittal Password:** The submittal password is the same for all users. As of \_\_\_\_\_, the current submittal password is \_\_\_\_\_. Enter it in this field. **NOTE:** This password may be changed periodically and all users will be notified. **Do not share this password with students or post it in an observable place under any circumstances. Students should never submit technology helpdesk requests directly. Teachers and/or staff may submit such requests on the behalf of students.**
7. **Step 7: Submit:** Click the **submit** button, and your request is on its way! You will be notified of the status of your request as technology staff begins to work on it. You'll now be taken to a **My IT Requests** screen. From here, you can click **LOGOUT** at the top right corner of the window.

The image shows a screenshot of a web browser displaying the 'TECHNOLOGY HELP REQUEST' form. The form is titled 'TECHNOLOGY HELP REQUEST' and includes a welcome message. It is divided into seven steps: Step 1: Personal information (First Name, Last Name, Email, Phone, Pager, Cellular Phone); Step 2: Location (Select Location, Area, Area/Room Number, and a checkbox for 'Yes, remember my area entries for my next new request entry'); Step 3: Select Problem Type (a dropdown menu); Step 4: Please describe your problem or request (a text area); Step 5: Attachment (Attach New File); Step 6: Submittal Password (password field and 'Forgot Password?'); Step 7: Submit (Submit button). A 'NOTE' at the bottom states: 'Your new requests are automatically shown as approved by you on submit. NOTE: You will receive the following notifications: You will be notified receipt of your request. You will be notified of status changes to your request.'