

Logging Into the Help Desk

There are times when you may encounter a technological issue or may need assistance. It is during these times that we request that you submit a help ticket rather than telephone us. The help desk is used to submit an online ticket to the technology department. In order to access the help desk, the following steps should be taken:

Step 1: Go to district website
www.hssd.k12.ms.us; click "Help Desk"

Step 2: In the blank box, enter your email address
Ex. tscott@hssd.k12.ms.us, hit LOGIN

Home Administration Schools Departments Resources Information Parents

E-Learning
PowerTeacher
PowerSchool
Groupwise
Lesson Plans
Help Desk

****APPLICATION FOR SUMMER SCHOOL****
(Return to your District Office with \$20 Registration Fee per session and a letter from the student's principal stating that the student has approval to attend the summer program)

Home Help Knowledge Base

Welcome to the Holly Springs School District IT Portal.

If you are having any trouble with your computer, or another work-related technology problem, submit your help request here. If you need help using the Help Desk, visit the Help page by [clicking the Help link above](#).

Important: **Please, do not submit duplicate requests.** First, log in to the Help Desk with your email address to view your open requests. Then, you may add a comment to your existing request(s). If your request is not open but was **NEVER resolved**, you can click the link on the right to view your completed IT help requests. Then, **IF** your request(s) was **NEVER resolved**, you may reopen it. **If your original, closed request was resolved, but the same problem has occurred again, create a new request.**

Complete the form below to get started.

Email: Login

Step 3: Fill in all blanks. In the description, give details of the problem that you are encountering. Upon completion, hit SUBMIT



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You do not have any open help requests right now

For help with an IT issue you are experiencing, please complete the form below.

Summary:

Description:

Extension Number:

Name:

Room Number:

School:

Optional Attachment: no file selected [clear attachment](#)

Step 4: Your help ticket is now submitted , if you have additional comments you may enter. If not, go the top right side of screen and sign out.



Home **Help** Knowledge Base

New help request created, the IT administrator has been notified.

Ticket #955: Test

Submitted 2011-07-21 @ 02:52 PM by Tanesha Scott

This is a test

Extension Number: 1016, Name: Tanesha Scott, Room Number: Technology, School: HSDO

Comments

1. Add comment:

Optional Attachment: no file selected [clear attachment](#)

New help request created, the IT administrator has been notified.

Note: Help tickets response times are prioritized based upon severity level. Someone will assist you with your help ticket as quickly as possible, please be patient as we work to better serve you and the children of Holly Springs School District.