



NORTH PANOLA SCHOOL DISTRICT

Technology Department – Policies and Procedures

This policy is provided to you to bring to the forefront the policies and procedures for the North Panola School District (NPSD) Technology Department as it relates to requesting assistance, communication and contacting the correct personnel for various district resources and needs. It's imperative that the policies and procedures listed below are adhered to in order for the department to run effectively and efficiently.

Help Desk

It is the policy of the North Panola School District Technology Department, that **all request for assistance be submitted through the help desk**. Please **do not** send emails, call, or make in-person request. An open ticket is the only way the Technology Department is aware that you need assistance. The ticketing system keeps us organized and helps us plan, which schools we to go to first based on the number of tickets and/or severity of the issue, as well as, provides data and reporting. **The Technology Department will no longer respond to emails requesting assistance.** Please reference **Appendix A** for the steps to submit a ticket.

Also, please make sure you enter your email address correctly when submitting tickets. We are **“@northpanolaschools.org”** not “@northpanolaschools.com or .edu”. If your email address is entered incorrectly, we cannot communicate with you through the ticketing system, which could result in a delayed response time. If you have not received an email indicating your ticket has been closed, please **do not** submit another ticket. Your initial ticket is still open and we will get to you as quickly as possible. If you left something off the ticket you originally submitted, please **do not** submit another ticket. Lastly, once your ticket is closed and you receive an email please **do not respond** because it re-opens the ticket.

Calls for assistance should **only** come from a superintendent, principal or district office personal to communicate **major issues** such as Internet/wireless connectivity issues, testing issues or issues that interrupt the day-to-day business operations. Password, printer, email, and other minor issues should be placed in the help desk system. Teachers and staff **please do not have administrators call to report your printer, computer, board or etcetera is not working to bypass the ticketing system or enter tickets for you.** All tickets should be entered by the end-user. All personnel need to know how to use the ticketing system.

Mass Email Request

All requests for mass emails should be submitted to **mass@northpanolaschools.org**, **7-10 business days before** the event. **Be sure to include the date, time, location, fee (if charging), and any supporting documents (i.e. flyers, forms, etc.).**

Media Request

All media requests for flyers, pictures, and videos should be submitted to **mediatech@northpanolaschools.org**, **5-7 business days** before the event. Be sure to include the date, time, and location and any additional information needed. Request not submitted to the email address within the specified time frame **cannot be guaranteed** a photographer or delivery of media requested for that event. **Please do not call or email request the day of the event.**

SAM Spectra 7

Please send all questions related to **SAM** to Towanda Mangrum (tmangrum@northpanolaschools.org); this includes password reset, account access, grades, etc. **Do not** submit a help desk ticket requesting to have your SAM password reset.

Active Resources

Please send all questions related to **Active Resources** to Faye Robertson (fr Robertson@northpanolaschools.org); this includes password reset, account setup, access, etc. **Do not** submit a help desk ticket requesting to have your Active Resources password reset.


Testing Windows

Streaming is turned off during all testing windows. Please do not submit tickets during testing windows about videos being blocked or not working. Bandwidth is preserved for testing and streaming will be turned back on when the testing window closes. An email is typically sent out prior to testing to alert personnel when streaming will be turned off and when it will be turned back on. Also, please remember that **during testing, our priority is testing, so there might be a delay in response time to tickets.**

Instructional Programs/Professional Development

Please send all requests for assistance with Instructional Programs and Professional Development to the help desk. Personal phone calls should not be made to any member of the Technology Department requesting assistance. Access levels are determined by building administrators and cannot be changed unless requested by a building administrator.

Maintenance Help Desk

All requests for the Maintenance Department should be submitted to the maintenance help desk. Please do not submit maintenance request in the technology help desk ticket system, it will only delay your response time because the ticket did not go to the correct department. Maintenance request includes any repairs needed for your classroom, building and or office that are not technology related (i.e. heating, electrical, plumbing, floors, doors, windows, etc.) The maintenance help desk can be accessed on the district website by clicking the Maintenance Help Desk  icon in the upper left corner.

Quote Request

Please send all requests for quotes to (cmalone@northpanolaschools.org). This provides documentation of your request. Please be ready to purchase within 30 days when quotes are requested because quotes are no longer valid after 30 days. This prevents the constant request for the same equipment from vendors with no purchase being made. Quote request should only come from building administrators or district office personnel authorized to make purchases. Please bookmark, print or save all quotes provided to you, so you can easily find them.

Equipment Purchases

The technology department does not purchase boards, bulbs, cables, computers, ink, printers, splitters, etc. You are welcome to use your EEF cards for these purchases or check with your building administrator about purchasing these items for your classroom.

EEF Purchases

All technology equipment or technology items purchased with EEF funds are property of the school district, which means should you leave the district the items purchased must stay even if it is not tagged.

Personal Technology Property


The NPSD Technology staff is not obligated to repair and/or troubleshoot personnel devices utilized in the district. We are only liable and required to repair and/or troubleshoot devices purchased by the District. Neither the Technology Department nor the District will be liable for any damages that occur to personal property used in the district.

Guideline and Procedure Changes

NPSD Technology Department reserves the right to change these guidelines and procedures at any time without notice.

APPENDIX A

How to Submit a Help Desk Ticket

1. Go to the district website (www.northpanolaschools.org).
2. Click the Help Desk  icon in the upper left corner.
3. Complete the ticket entirely before submitting. Reference example below with all fields completed.

Submit a ticket

Requester * Enter email address correct. We are .org and not .com


Subject * Enter brief subject of error.

Type Use the drop-down list to select the Type of issue. (i.e. hardware, software, etc.)

Priority Select the priority level.

Description (Please Enter your School and Classroom Number before enter the description.) * Enter as much information as you can, including error messages content.

+ Attach a file

I'm not a robot  reCAPTCHA Privacy - Terms

SUBMIT **CANCEL**