

IT HELP DESK DIRECTIONS

1. You can access the Help Desk at LCSB.org by clicking on Quick Links then select Help Desk – Technology.
2. Enter Login credentials – username and password are the same as your network credentials (username: firstname.lastname and password: same password you use to log on to the computer)
3. Your name and email address will automatically populate in ticket. Fill in remaining information. Asset ID is optional but if you would like to include your V#/property # of your computer, then that would be helpful.
4. Click on Submit Request. You will receive a confirmation email letting you know the ticket has been submitted.



New User

Name:

Email:

Phone:

Room:

Asset ID:

School:

Group:

Category:

Issue:

Detail:

Priority:

Check if an Emergency

Check Box to Attach File

Stats

As of March 9, 2017
We have 43 current requests.

14	- NEW
24	- OPEN
178	- COMPLETE
02	- ON HOLD
03	- PARTS HOLD
00	- CANCELED

Since January 01, 2017
We have completed 178 requests.

Please use our Help Desk to submit a help ticket. When this process is followed, it allows for an orderly work flow for your school tech as well as alerting the district level staff of network issues, virus activity and other multi-user issues that need to be addressed in a timely manner. Completed tickets are tallied and reported to administrative staff at the district and school level.

Thank you!