

TISD Technology Help Desk Instructions

Contact your campus technology trainer first. This may expedite correction of the problem. For best results, submit all requests for assistance through the technology Helpdesk website. Should you need assistance putting in the work request, please call the helpdesk and someone will go through the steps with you.

Steps for submitting a work request to the technology helpdesk:

1. Login to the helpdesk using your email address (firstlastname@tomballisd.net) and your helpdesk password.
2. Create a New Request:
 - The person with the problem should be the one to create the request.
 - Select the appropriate category and fill in all information blanks.
 - Campus, room number, phone number, extension, type of computer (dc 5700) and/or type of printer (HP DJ 697C).
 - Detailed Request should contain as much information as possible.
 - Describe the specific problem or the error message WORD for WORD
 - Avoid general terms such as "The computer doesn't work," "It won't print," and "It freezes."
 - Be as specific as possible, "At startup, there is a flashing question mark," or "After the computer has been idle for ten minutes, the screen goes dark."
 - Describe the terms of troubleshooting that has already been done by you or a trainer and the results of it.
 - Be prepared to tell Help Desk if the system has been repaired before. If so, explain when and for what and what the results were.
3. You may access your request at any time to check the status or add information. If a request has been closed and the problem still exists, call the helpdesk and the request will be reopened.
4. If telephoning the Help Desk have the above information ready and remember:
 - The person with the problem should be the one to call rather than an intermediate person.
 - If possible, call from the computer with the problem. This makes troubleshooting much easier.