

Effective June 2011

Technology Requests

All technology related requests are to be submitted by email sent to requests@hasdk12.org

All requests received by the Help Desk are recorded in a call tracking database in the form of a Help Desk "request." An automated email reply will be sent to the requester both when the ticket is opened and upon completion.

For each ticket entered the Help Desk needs the following information:

- Your HASD Asset number
- Full name (even if asking a quick question, a full name is needed to record the information)
- Building Location
- Room Number or Area
- E-mail address
- A detailed description of the problem. This includes what was being done when the problem occurred, the exact wording of the error message (if any), etc.

(Do not use email for emergencies)

NOTE: If a problem is Critical or an Emergency contact building site person or call the Helpdesk 459-3111 Extension 4357 (HELP)