

Help Desk Procedures

Go to: www.duneland.k12.in.us

Click on “Staff Login” on the left side

Click on “Technology Assistance Request” Link

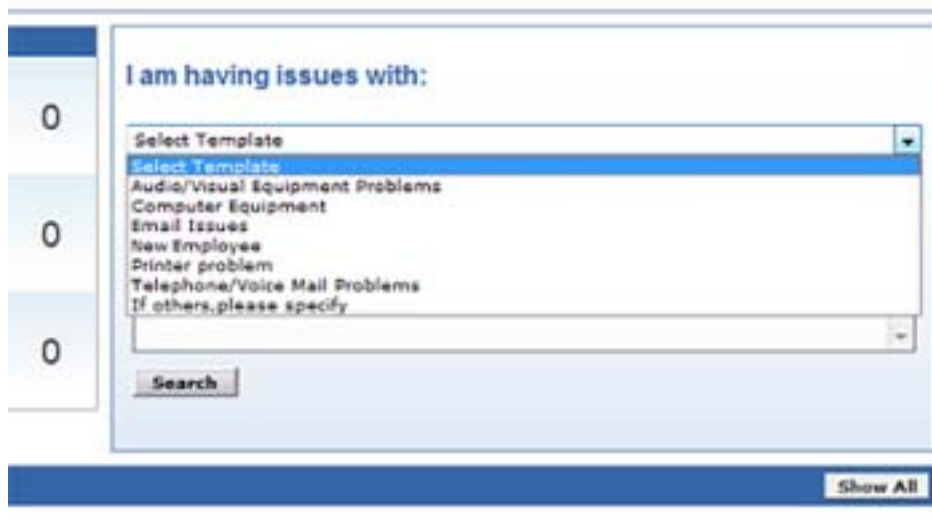
You will see this login screen ----- >>>>

Your Login is the first initial of your first name and last name. IE: For Jane Doe it will be jdoe.



Please see your building Tech Aide for your password.

Once you are logged in, select a template (issue type) from the drop down menu under “I am having issues with:” on the right hand side of the screen. Selecting the issue type will open the appropriate form.



The "Name" field on the form is already filled in according to your login information. All other fields marked with an "*" are mandatory fields. In addition, you need to put the AV Number of the equipment you need help with in the "AV Number" field.

To ensure your form will be submitted to the correct Tech Aide, please DOUBLE CHECK the building you have selected in the "Location" field before submitting the form.

After you have filled in the information, Scroll down to the bottom and click "Add Request"

Requests > New Request

Change Template: Computer Equipment

New Request

Requester Details

Name * Guest Asset: No Asset Available

Contact number * 8888 Department

Location * 40 Bldg AV Number

Subject * Computer Equipment Problem

Description

Attachments: Attach file

Add request Reset Cancel

To check the progress of any of the work orders you have submitted, login into the site. On the home page, you will see Pending, Complete and All requests with a number to the right. Click on the number to see work orders you've completed in that category.

Duneland School Corporation

Home Requests Solutions My Details

Personalize Log out [guest]

New Request

22 January 2010, 11:22:16

Search

Enter Solutions Keyword Go

Recent Items

> No recent item available

My View

My Summary

Pending Requests	0
Completed Requests	0
All Requests	0

I am having issues with:

Select Template

Search Solutions

Search

Announcements

Show All

No announcement exists in the system.