HELP DESK PROCEDURES

Two ways of reporting a trouble ticket:

1. If your computer is operational and have access to internet, log on to: http://busdsrv01-sws/portal and submit your trouble ticket.
2. If your computer is not operational (e-mail and internet is not accessible), please contact 290006 to submit your trouble ticket on your behalf.

Information required when creating a trouble ticket:

- Site Name: Banning High School
- Room/Office Number:
- Computer name (if functional), OR the location of the computer.
  - Ex of Computer Name: BHS-RM3114-00
  - Ex of Computer Location: 3rd computer from the left on the South Wall.
- Describe the problem briefly. Also include any steps you have taken to resolve the problem.
  - Example:
    - Cannot login.
    - Cannot access program or open a file.
    - Cannot access online resources.
  - Please do not say:
    - Can't do anything.
    - Computer is not working or broken.
    - Computer has not worked for months…
- Please do not turn off the computer.

What's next?

- Once you submit a trouble ticket, Help Desk will create a work order with all the information you provided. Work order number is assigned and the work order is assigned to a technician.
  - If the issue can be resolved remotely, technician will login onto your computer and attempt to fix the problem.
  - If the issue cannot be resolved remotely, field technician will be notified about the work order.
- Once the work order is completed, we will close the work order.

Please do not call or email same request multiple times. Lastly please have patience; district information technology is working as fast as possible.