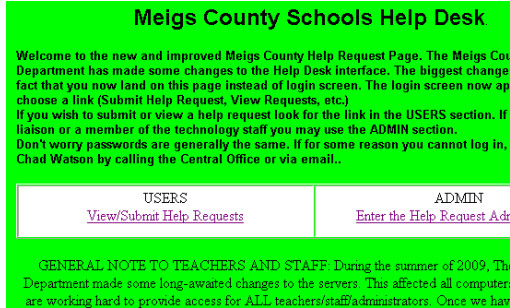


# Meigs County Help Desk—How to Submit a New Help Request

1



**Meigs County Schools Help Desk**

Welcome to the new and improved Meigs County Help Request Page. The Meigs County Department has made some changes to the Help Desk interface. The biggest change is the fact that you now land on this page instead of login screen. The login screen now appears as a link (Submit Help Request, View Requests, etc.)

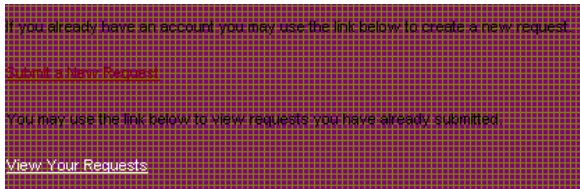
If you wish to submit or view a help request look for the link in the USERS section. If you are a liaison or a member of the technology staff you may use the ADMIN section. Don't worry passwords are generally the same. If for some reason you cannot log in, contact Chad Watson by calling the Central Office or via email.

<b>USERS</b> <a href="#">View/Submit Help Requests</a>	<b>ADMIN</b> <a href="#">Enter the Help Request Address</a>
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**GENERAL NOTE TO TEACHERS AND STAFF** During the summer of 2009, The Department made some long-awaited changes to the servers. This affected all computers. We are working hard to provide access for ALL teachers/staff/administrators. Once we have

Click View/Submit Help Requests in the Users section.

2



If you already have an account you may use the link below to create a new request.

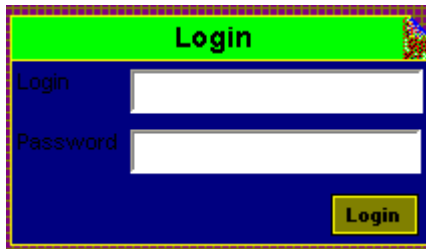
[Submit a New Request](#)

You may use the link below to view requests you have already submitted.

[View Your Requests](#)

Click Submit a New Request

3



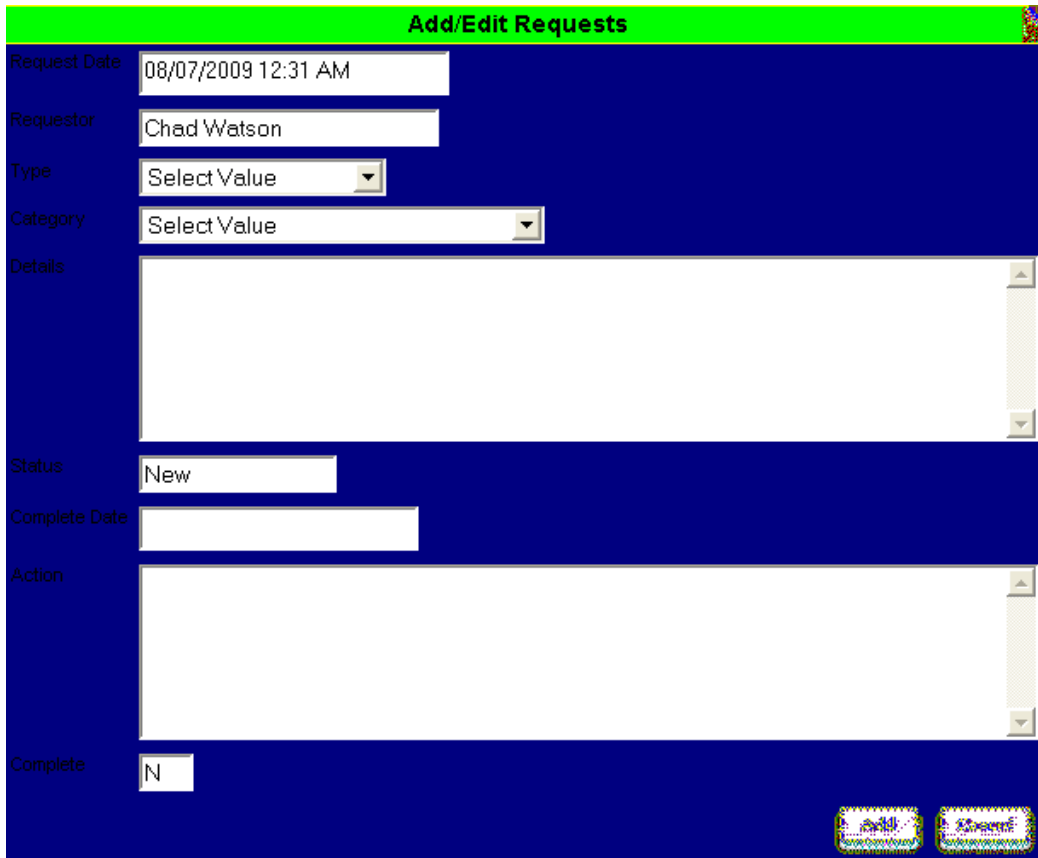
**Login**

Login

Password

A Login box will appear. Use your normal credentials. Lastnamefirstinitial then the password

4



**Add/Edit Requests**

Request Date

Requestor

Type

Category

Details

Status

Complete Date

Action

Complete

Select Type  
Select Category

Put your computer number (4 digits usually located on the top of the computer, not the monitor) in the Details box along with a description of the problem. Put as much information as possible.

Click Add at the bottom.