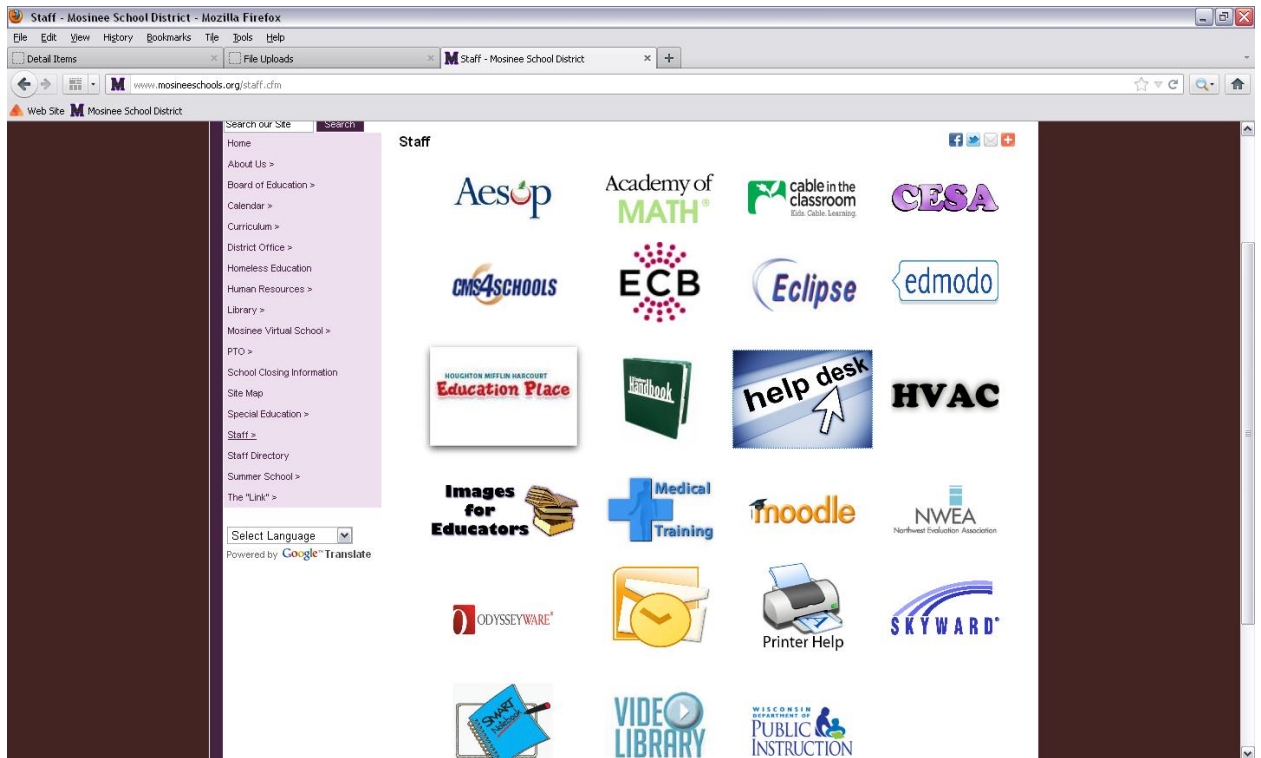
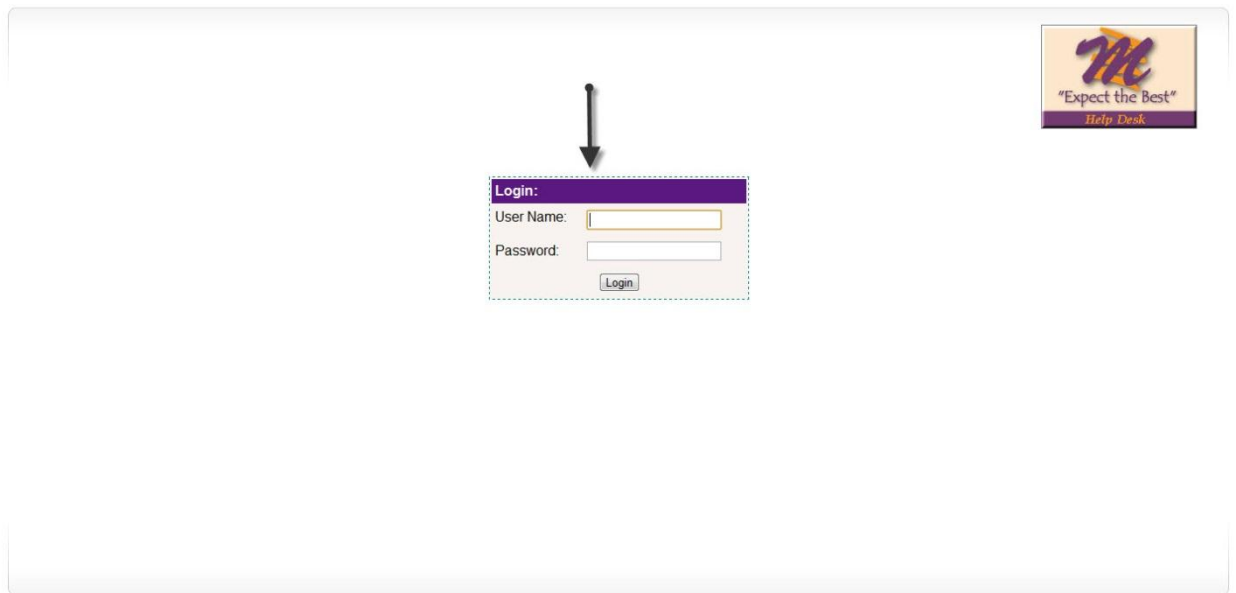


Technology Help Desk Directions

1. Click on “Staff” located on the Mosinee School District home page.
2. Click on the “Help Desk” icon.



3. Log into the Help Desk software using the same username and password as your Mosinee network account.



4. Enter all the following information (shown by the arrows, steps 4-8).

NEW USER

Name: Your Name Here

Email: yournamehere@mosineeschools.org

Phone: Room:

School: Elementary School

Category: AV Equip. Request

Issue:

Detail:

Priority: LOW - When You Can

Check Box to Attach Screen Shot:

Submit Request

Welcome to the Mosinee School District Technology request application.

Currently, there are no known outages.

5. Select the school you are having the problem in from the pull down menu.

NEW USER

Name: Your Name Here

Email: yournamehere@mosineeschools.org

Phone: Room:

School: Elementary School

Category: AV Equip. Request

Issue:

Detail:

Priority: LOW - When You Can

Check Box to Attach Screen Shot:

Submit Request

Welcome to the Mosinee School District Technology request application.

Currently, there are no known outages.

6. Select the type of problem from the pull down menu.

The screenshot shows a web form titled "NEW USER" with a green arrow icon. The form fields are: Name (Your Name Here), Email (yournamehere@mosineeschools.org), Phone, Room, School (Elementary School), Category (AV Equip. Request), Issue, Detail, Priority (LOW - When You Can), and a checkbox for "Check Box to Attach Screen Shot". A red arrow points to the "Category" dropdown menu. To the right is a yellow sticky note with a red paperclip, containing the text: "Welcome to the Mosinee School District Technology request application. Currently, there are no known outages." A "Submit Request" button is at the bottom.

7. State the issue you are having. In the detail box explain the issue you are having. If you are requesting equipment please specify the date/time you want it.

This screenshot is identical to the one above, but with two red arrows pointing to the "Issue" and "Detail" text boxes, indicating where the user should provide information. The "Category" dropdown menu is also visible. The sticky note and "Submit Request" button remain the same.

8. Attaching a screen shot is completely optional. The only files you can attach are .jpg, .gif, .tiff, .bmp, and .png.

NEW USER

Name: Your Name Here

Email: yournamehere@mosineeschools.org

Phone: Room:

School: Elementary School

Category: AV Equip. Request

Issue:

Detail:

Priority: LOW - When You Can

Check Box to Attach Screen Shot:

Submit Request

Welcome to the Mosinee School District Technology request application.

Currently, there are no known outages.

9. When you are done click "Submit Request".

NEW USER

Name: Your Name Here

Email: yournamehere@mosineeschools.org

Phone: Room:

School: Elementary School

Category: AV Equip. Request

Issue:

Detail:

Priority: LOW - When You Can

Check Box to Attach Screen Shot:

Submit Request

Welcome to the Mosinee School District Technology request application.

Currently, there are no known outages.