

SCSD Helpdesk

The Syracuse City School District supports the equipment, hardware and software purchased with district funds. There are two ways to enlist the help of the district technicians:

1. Go to the helpdesk by typing <http://helpdesk/> in the address bar of your browser
2. Call Vlad at 435-6274

The following types of assistance can be accessed through the helpdesk:

Please choose the type of assistance you need:	<u>Examples</u>	
<input type="checkbox"/>	Data Processing	Student Reporting / Cognos / Labels / Password Problems
<input type="checkbox"/>	Repair	Equipment Repairs (Computer, phone, etc.)
<input type="checkbox"/>	Installation	Computer, Phone, Software, etc. Installation
<input type="checkbox"/>	Borrow Equipment	Sound systems, Projectors, VCRs, etc.
<input type="checkbox"/>	Pentamation	Open Series, GSMS Questions
<input type="checkbox"/>	Educational Technology	Presentation Assistance, Classroom Software, etc
<input type="checkbox"/>	A/V Supply Order	Order more overhead bulbs, etc.
<input type="checkbox"/>	Web Filtering	Block / Unblock Web Pages
<input type="checkbox"/>	* Other	If your request does not fit into the above categories

* Please note that any 'Other' requests may be delayed as we manually categorize them. If you need assistance please call Vlad at ext 6274.

It is preferable to enter the issue on the helpdesk database. When you enter a case on the helpdesk, be sure to:

1. Give complete and accurate details in each part of the online form. The AV/F number is especially important as is a clear description of the problem. Your user name is the same as your email login.
2. Print a copy of the ticket and paste it to the equipment in question.
3. Keep track of the ticket numbers and issue (either by printing second copies of the tickets you generate or by creating a spreadsheet). This will help you keep track of your helpdesk cases and give you a reference point allowing you to check the status of your cases.