

# HELP DESK TICKET SYSTEM

Welcome to the new EBR Schools IT Help Desk!

The Department of Technology Services has implemented a new Help Desk Ticket System and requires your adherence to the updated submission request policies. Please review the aforementioned below:

1. All technology requests should be made using the provided links: [www.myschoolbuilding.com](http://www.myschoolbuilding.com) or <http://helpdesk.ebrschools.org>.
2. To submit an IT Request, users will register with their EBR email address. Please be sure to include your personal contact information (email and phone number) in the help desk ticket description.
3. To complete each IT Request, users must provide all required information, which is indicated with a red check mark.
4. Multiple requests may not be submitted within the same help desk ticket. Please submit a separate request for each issue.
5. All users MUST submit their own Help Desk tickets. This will ensure that each user receives the proper status updates. Tickets submitted by requesters other than the user in need of service will be DECLINED.
6. The submittal password for every request is: **education**.

In efforts to improve the communication with the Department of Technology Services and provide efficient service, we ask that all users adhere to these policies.



## EBR Schools IT Help Desk Submission Screenshot

A screenshot of the EBR Schools IT Help Desk submission form. The form is titled 'IT Request' and includes a 'Legend' button. It contains several steps for registration and problem description. Step 1 is for user registration, including fields for First Name, Last Name, Email, Phone, and Mobile Phone. Step 2 is for location selection, including Building, Area, and Area/Room Number. Step 3 is for selecting a problem type from a grid of icons representing various IT issues like Asset Inventory, Browser Filtering, Desktop/Workstation, Document Camera, Email, Event Setup, Internet Connection, Internet Filter, Laptop, Miscellaneous/Questions (IT), Mobile Device, Network Connectivity, Operating System, Password, Printers, Projector, Security/Login, Server, Smart Board, Software Application, Software Request, Student Database, Student Handbooks, Support Desk, Telephone Services, Training, UPS/Batteries, VOD, Web/E-mail Access, Wireless Connection, and Workstation Setup. Step 4 is for describing the problem or request. Step 5 is for a Tag Number. Step 6 is for an Attachment. Step 7 is for a Submittal Password. Step 8 is for a Submit button. A 'Required Submissions' button is located at the bottom right of the form.

After visiting <http://helpdesk.ebrschools.org> and entering your provided EBR email address, your screen should resemble the image above. Please click on the image to view the **Quick Reference Sheet**.