



## AISD Service Desk – Submitting a New Request

1.	Select the <b>AISD 411</b> icon on your desktop.	AISD 411
2.	Select the icon <b>Technology</b> Support Request.	Technology Support Request
3.	Search <b>Popular Solutions</b> to see if the answer to your tech question already exists.	Popular Solutions     Search Solution       Popup re-authentication window.     In most cases this is Microsoft Outlook prompting for credentials. Th
4.	If this is a new request or a technician needs to work with your computer, select the <b>Requests</b> tab.	me Requests Solu
5.	At this screen, you can select a previous unclosed request to edit or add additional information or select <b>New</b> <b>Request</b> .	New Request
6.	On the Template Categories page, select the template that most appropriately describes your situation.	Template Categories       Search         Devices or Hardware       Computer is slow         Computer is performing or booting slower than
7.	Fill in all appropriate information. The more information provided, the more quickly Technology Support can address your situation.	Campus 121-Taylor Elementary Call Back Time 03) 9:00 - 10:00 AM Call Back • Impact Affects Staff Member (Teacher) • Room Number 123 Computer Name(s) 121-c-0123-T01 Category Device Hardware • Subcategory Document Camera • Issue Cannot display on the Promethean Board • * Summary Document Camera is not working
8.	You can also attach files such as screen shots from the snipping tool to help Technology Support diagnose your situation.	Attachments : Attach file
9.	After submitting all information, scroll to bottom and select <b>Submit request</b> to submit this request.	Submit request Reset Cancel