

# RE-1 Valley School District

## Technology Department

### Help Desk Procedure

Please review the classifications for submitting Help Desk tickets.

**Priority #1 (P1): EMERGENCY** Classification only. Examples - Servers are out. A teacher's computer is completely down and they cannot perform their duties and there is not another option available. A student's computer/Chrome Book is completely down and they cannot perform their class assignments and no other option is available.

Procedure: Call Rod: (970) 466-0121  
Call Daphne: (970) 466-1043  
Call Laurie: (970) 466-1029

\*If the first person does not answer, please leave a message and continue to contact the next person on the list.

After contacting tech personnel by phone, please submit a help desk ticket with **EMERGENCY** typed in the subject line. Please include all the details you verbally gave over the phone.

**Priority #2 (P2): Inconvenience** Classification. Example - Your printer is down, but there are other printers available in the building or you have to email your items to be printed by someone else.

**Priority #3 (P3): Low/Maintenance** Classification. Examples – Operating upgrade on programs. I wish to have my computer moved to another location.

**Submitting a Help Desk Ticket** – Please make sure to include the building you work at and your room number. If someone else submits a ticket for you, have them include the preceding information and make sure they put your name in the ticket. Include as many details as you can concerning the issue you are having with your technology equipment. Please include anything you have tried to correct the problem. If you have multiple issues that pertain to different technical items, please submit separate tickets. Please do not reply to an email from the help desk that pertains to an unrelated issue with a new ticket. Please do not submit additional tickets for the same tech problem. If you need to add a note, please pull up your “Sent” email and reply to that email.

**Thank you!**

**Technology Department Hours: 7:00 a.m. – 4:00 p.m.**