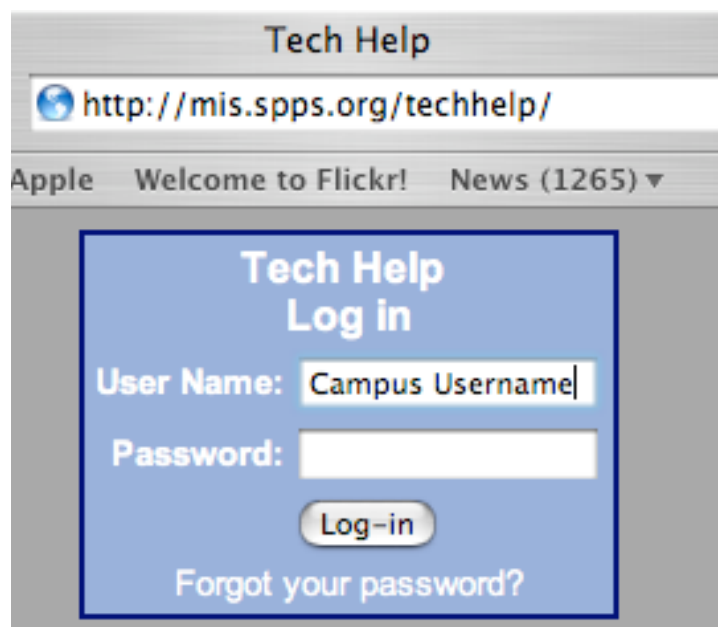


TECH HELP!

<http://mis.spps.org/techhelp> or 603-HELP(4357)



The image shows a screenshot of a web browser window titled "Tech Help". The address bar contains the URL "http://mis.spps.org/techhelp/". Below the address bar, there are navigation links for "Apple", "Welcome to Flickr!", and "News (1265)". The main content area is a blue box with the title "Tech Help Log in". It contains a "User Name:" field with the text "Campus Username" entered, a "Password:" field, a "Log-in" button, and a link that says "Forgot your password?".

Now you have two ways to get help.

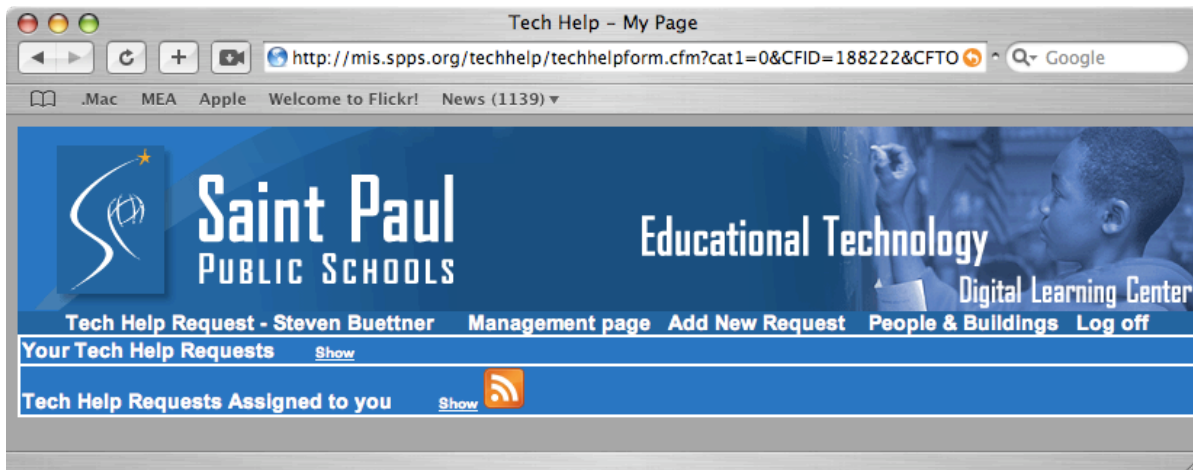
Telephone technical support is just a call away at 603-HELP and follow the options. Option 1 is currently for technical help.

Help desk hours are Monday - Friday 7:00 am to 4:00 pm

Need a task tracked? Use the tech help website to submit technical work requests and monitor their progress.

To use Tech help

- In any browser type in the tech help web page <http://mis.spps.org/techhelp>
- Log in using your Campus User name and password. If you do not remember your Campus username and password click on the “forgot Your Password” link and follow the instructions.



Click on **Add New Request** to create a new trouble ticket

A screenshot of the "Add New Help Request" form. The form is titled "Add New Help Request" and is located at "http://mis.spps.org/techhelp/Addnew.cfm?cat1=0". It features the Saint Paul Public Schools logo and the text "Educational Technology Digital Learning Center". The navigation bar includes links for "Tech Help Request - Welcome Steven Buettner", "Management page", "My Page", and "Log off". The form fields include: "Your Location" (a dropdown menu), "Detailed Help Request" (a large text area), "More Info" (a dropdown menu with "[SELECT]" selected), "Details" (a dropdown menu), "Priority" (a dropdown menu with "Select a Priority (optional)" selected), "Phone number (preferred)", "Phone number (alternate)", "Email" (with the value "steve.buettner@spps.org"), and a "Submit" button. A legend at the bottom indicates that an asterisk (*) denotes a required field. Red arrows point from text annotations to the form fields: "Select your school" points to "Your Location"; "Enter detail about the request" points to "Detailed Help Request"; "Enter any additional information needed" points to "More Info"; and "Press submit" points to the "Submit" button.