

TECH-TIP: ENTERING TECH REQUESTS

STEP BY STEP DIRECTIONS

- ☐ **Step 1** Your name, email address and phone number are pre-entered in the system. If there are any mistakes in your information put a tech request in requesting the information be updated. (If your information is not listed please fill out the screen and press Continue)
- ☐ **Step 2** Your location is pre-entered. If you wish to change locations click on the “change location” link. Be sure the proper room number of the problem is listed.
- ☐ **Step 3** Select your problem type from the list. There is a detailed list at the end of this document of all the problem types along with a description of each.
- ☐ **Step 4 – Please give a detailed description of your problem.** We have been getting one and two word descriptions such as not working, broke, doesn't print, word problem etc. If we have a detailed description up front it helps us solve your problem quicker. There are times when we can solve a problem by remotely connecting to your computer without even having to come out to your room or office. Enter only one problem per ticket.
- ☐ **Step 5 Please enter the Tag or Barcode number of the equipment.** This helps us identify the proper piece of equipment to be services and also look up past problems with the equipment and track when something is breaking on a regular basis and needs to be replaced. All tags or



barcodes begin with the number 1. An example of a tag or barcode is listed below. Hardware tech requests will not be processed without a proper barcode

- The tag or barcode number should be entered for the piece of equipment you are having problems with. **Only enter one bar code per ticket.** Only enter the 6 digits of the tag or barcode. Do not put a #

sign in front of the number. If you are having a problem with an entire computer cart or want something done to all of the computers on a particular cart please enter the barcode number of the actual cart. If the problem you are having is not related to a piece of hardware such as phones, Genesis questions etc no barcode should be entered.

- **There are some barcodes on older equipment that is no longer used. They all start with the number 7 and say “PROPERTY OF RTBOE”. These older barcodes should be ignored.**

- ☐ **Step 6** You have the ability to attach up to two document's to the request.
- ☐ **Step 7** The password for tech requests is “readington2007” (If prompted for account number please enter 614076442)
- ☐ **Step 8** Click the submit button.

TIPS FOR ENTERING TECH REQUESTS

- ☐ **Whenever possible enter your own tech request.** If your computer is not working go to another computer to enter the request. The reason for this is the system sends you email updates when anything changes with your request. If the request is entered by someone else they will get the updates for your problem instead of you. When a ticket is closed you will get an email back that your problem has been resolved and it will contain what was done to resolve your problem.
- ☐ **Do not stop someone in the hall, call or email us with your problems.** When a tech request is entered it can be seen by everyone in the department. If you send someone an email or leave them a voice message and that person is out that day or at a meeting your request can get lost and not get taken care of for an extended period of time.
- ☐ **Include only one type of problem with each request.** For example do not include a problem with printing along with a problem with your projector in the same request. Instead put in two separate requests.
- ☐ **Be sure to pick the proper category for your problem,** this helps us route the problem to the proper person. Most of the categories are self explanatory. I have provided a list at the end of this email of all categories along with a short description of each.

CATEGORY TIPS

- ☐ Any issues with your sound system should be reported under **BROADCAST SYSTEM** ☐ Any issues with Genesis or Teach logic should be reported under **STUDENT DATABASE**
- ☐ Any issues with network passwords for students or teachers should be reported under **PASSWORDS**
- ☐ Any issues with Genesis passwords should be reported under **STUDENT DATABASE**
 - ☐ Any issues with Genesis reports should be reported under **REPORTS/LABELS/FORMS**
- ☐ If you need to know how to use a new piece of technology it should be reported under **TRAINING** ☐ Any issues with NWEA should be reported under **BENCHMARK ASSESSMENT SYSTEM**

REQUEST PRIORITY'S

Some tech requests will get a higher priority than others. Equipment that have a higher priority are ☐ Projectors ☐ Smart boards ☐ Teacher tablets ☐ Master Computers in classrooms ☐ Wireless access and projection for tablets. ☐ Safety issues.

EMAIL NOTIFICATIONS

You will receive a notification via about your tech request when: ☐ The request is received ☐ The status is changed ☐ The request is declined ☐ The request is a duplicate ☐ When the problem has been fixed you will see what was done to resolve your problem.

DESCRIPTION OF PROBLEM TYPES

- ☐ **Accounts/New** – Used if any new staff members or students need a user account set up for them.
- ☐ **Benchmark Assessment System** – Used for any issues related to the NWEA assessment system.
- ☐ **Broadcast System** – Used if you are having problems with your teach logic, or phonic ear microphone systems.
- ☐ **Cabling** – Technology staff use only
- ☐ **Camcorder** – Used for any issues related to any camcorders.
- ☐ **CD Drive** – Used for any issues related to the cd/dvd drive **inside** your computer
- ☐ **Cell phone** – Used for any issues related to your district issued cell phone
- ☐ **Desktop/Workstation** – Used for any issues related to your desktop PC unless there is a specific category for that item.
- ☐ **Digital Camera** – Used for any issues related to a digital camera.
- ☐ **Disk Imaging** - Technology staff use only
- ☐ **Document Camera** – Used for any issues related to your Elmo Document projector.
- ☐ **Drive A or B / Floppy** – Used for any issues related to your floppy drive **inside** the computer.
- ☐ **DVD/VCR Unit** – used for any issues related to your VCR or VCR/DVD player in your classroom.
- ☐ **Email** – used for any issues related to email, but **NOT** web mail from home.
- ☐ **Equipment moving** – Used if you need computer equipment moved to a different place or disconnected.
- ☐ **Event Breakdown** - Technology staff use only
- ☐ **Event Setup** – used if you need a special event set up with technology.
- ☐ **Fax** – Used for any fax related issues.
- ☐ **Grades/Comments** – Used if you are having any grading problems in Genesis.
- ☐ **Hard Drive** - Technology staff use only.
- ☐ **HR System** – Used if you are having any problems with the Human Resource system software.
- ☐ **Internet Connection** – Used if you are having problems accessing the internet.
- ☐ **Internet Filter** – Used if there is a website you feel you should be able to access but the filter is blocking you, or if you find a website that you think is inappropriate and should be blocked.
- ☐ **Keyboard** – Used if you are having problems with your keyboard.
- ☐ **Laptop** - Used if you are having problems with a lap top or Mac book computer.
- ☐ **Memory** – Technology staff use only.
- ☐ **Miscellaneous/Questions** – used if your problem does not fit on one of the categories listed.
- ☐ **Monitors** – Used if you are having problems with your computer monitor.
- ☐ **Motherboard** - Technology staff use only.
- ☐ **Mouse** – Used if you are having problems with your mouse.
- ☐ **New equipment request** – Used if you wish to request a new piece of equipment.
- ☐ **Operating system** - Technology staff use only.
- ☐ **Password** – Used if you are having password problems.
- ☐ **Printers** – Used if you are having problems with your printer.
- ☐ **Projector** – Used if you are having problems with your LCD projector.
- ☐ **Remote Access** – Used if you are having problems remotely accessing our network via VPN.
- ☐ **Report Creation** – Used if you are having problems with a custom report in Genesis.
- ☐ **Reports/Labels/Forms** – Used if you are having a problem running reports or labels.
- ☐ **Router** - Technology staff use only.
- ☐ **Scanner** – Used if you are having problems with a scanner.
- ☐ **Server** - Technology staff use only.
- ☐ **Server Operating System** - Technology staff use only.
- ☐ **Server Repair** - Technology staff use only.
- ☐ **Server Updates** - Technology staff use only.

- ☐ **Smart Board** – Used if you are having a problem with an electronic whiteboard.
- ☐ **Software Application** Used if you have a problem or question with a piece of software loaded on your computer
- ☐ **Software Request** Used to request software to be loaded on your computer.
- ☐ **Student Database** – Used if you are having any Genesis database issues (not reports & Grading).
- ☐ **Student Email** – Used if you are having problems with a student email account.
- ☐ **Switch** - Technology staff use only.
- ☐ **Tablet PC** Used if you are having problems with your tablet PC.
- ☐ **Telephone Services** – Used if you are having problems with your phone, but NOT voicemail.
- ☐ **Training** Used to request training assistance on technology in your room.
- ☐ **TV/Television** - Used if you are having problems with a Television.
- ☐ **Virus** – Used if you are having Virus issues.
- ☐ **Voice Mail** – Used if you are having issues with voicemail.
- ☐ **Web site** – Used if you are having issues with the District web site.
- ☐ **Web/E-mail access** – Used if you are having problems accessing your web mail from home.
- ☐ **Wireless Connection** – Used if you are having problems with the district wireless network.

Technology Department Readington TWP BOE

Thank you for using our internet service to submit Tech requests. This service helps us to promptly attend to and concerns. Please complete all of the fields on this request form. Please only report 1 problem and piece per request made. Please remember to enter your Barcode number for any equipment repair requests that

☒ Indicates required information.

Step 1 Please be yourself, click [here](#) if you are not Joseph Pellegrino

First Name

Joseph

Last Name

Pellegrino

Email

jpellegrino@readington.k12.nj.us

Phone ☒

2874

Pager

Mobile Phone

Step 2 Location ☒

Your current location is **Administrative Offices**

Area

-- Select Area --

Area/Room Number ☒

office

☒ Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type: ☒



Technology Help Desk:

Click here for Technology Emergency Contacts
Click on the problem type below that best describes your issue.



Accounts/New



Benchmark Assessment System



Broadcast System



Cabling



Camcorder



CD Drive



Cell Phone



Desktop/Workstation



Digital Camera



Disk Imaging



Document Camera



Drive A or B / Floppy



DVD/VCR Unit



Email



Equipment Moving



Event Breakdown



Event Setup



Fax



Grades/Comments



Hard Drive



ID Card



Internet Connection



Internet Filter



Keyboard



Laptop



Memory



Miscellaneous/Questions (11)



Monitors



Motherboard



Mouse



New Equipment Request



Operating System



Password



Printers



Projector



Remote Access



Report Creation



Reports/Labels/Forms



Router



Scanner

TECH REQUEST INPUT SCREEN



Technology Emergency

☐ Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
Joseph Pellegrino	Extension 2874

Step 4 Please describe your problem or request. ☒

Step 5 Tag Number

Step 6 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7 Submittal Password ☒

[Forgot Password?](#)

Step 8

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of request assignment.

You will be notified of status changes to your request.

You will be notified if this request is completed.

You will be notified if this request is declined.

You will be notified if this request is duplicated.