



Think Help Desk Tutorial

1. Open the district's webpage at <http://www.madisonpsb.org>. Click "Technology Requests" under Links.



2. The technology request form will appear. Complete the fields for name, email, phone number and room number.

WE ARE MADISON #WAM

MADISON
PARISH SCHOOL DISTRICT
HELP DESK

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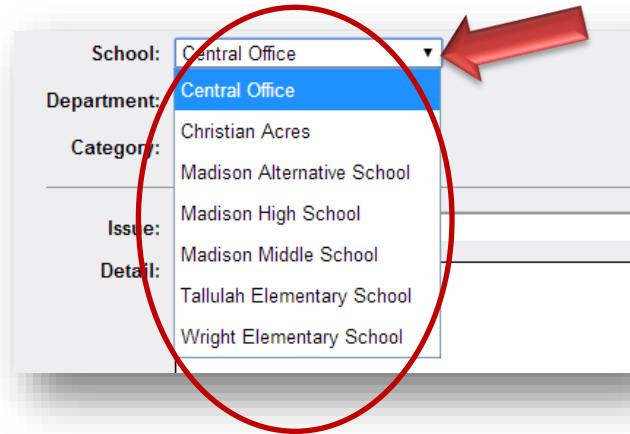
Name:

Email:

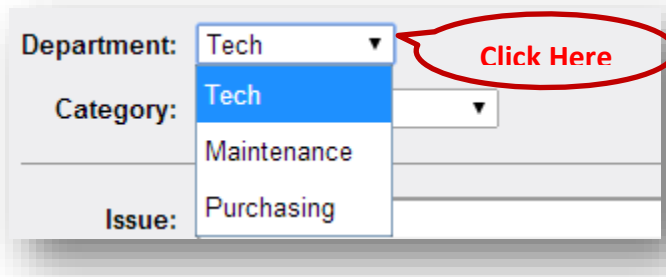
Phone:

Room:

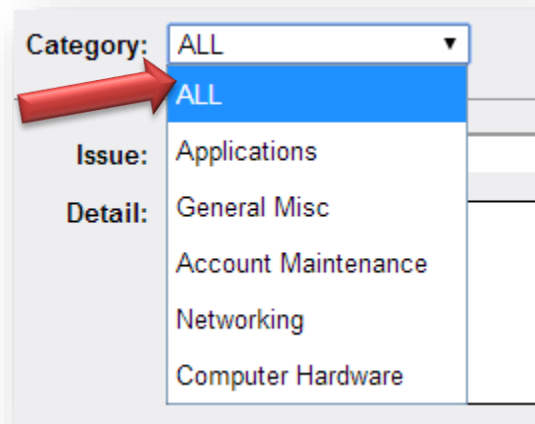
3. Click on the drop down arrow next to "School", and choose the appropriate site.



4. Click on the drop down arrow next to "Department", and choose the appropriate department.



5. Click on the drop down arrow next to "Category", and choose the category in which you need assistance.



6. Fill in the "Issue" field, and provide details about the problem next to "Details".

Issue: Projector Not Projecting

Detail: The projector comes on, but keeps shutting off. The 'replace lamp' light is on.

7. Choose the Priority of the problem by clicking on the drop down arrow.

Priority: NORMAL - Causing Issues

NORMAL - Causing Issues

HIGH - Completely Down

LOW - When You Can

8. Check this box if it is an emergency. Now click "Submit Request".

Check if an Emergency

Submit Request

Once your request is submitted and the request is closed, you will receive a satisfaction survey. Please complete the survey. For additional questions/concerns email me at teresa.johnson@madisonpsb.org.