

FRESNO HIGH COMPUTER HELP GUIDELINES

1. In GroupWise, email to **FHSTECH**.
2. In the "Subject Line" of the email put the following information:
 - If the problem is "critical" type **CRITICAL** first on the email Subject Line.
 - Next on the email Subject Line indicate what the problem is-- **BE BRIEF**.



3. In the body of the email type the following:
 - a. Location of equipment (i.e. room 25, library, etc...)
 - b. Next put the DPN of the equipment (and station number if there are multiple computers) so the Technician can easily identify the computer equipment where the problem originated
 - c. Put the problem the computer equipment is causing (i.e., Microsoft word will not open, Black screen on the monitor, etc...)
 - d. Put the name of the person to contact if the person is not the same as who sent the email.

If your computer is completely down, email from another computer or ask someone to send the email for you. If none of these options are available to you, call 72600.

Any email to the FHSTECH will go to the following people:

Barbara Monis
Clifford Eastman
TS Help Desk

Technology Service Help Desk will generate a Customer Service Ticket (CST). This will show up on the daily CST report by PDF showing all CST open by location and what MCS assigned. This CST will have to closed out by the site MCS.

POWERGRADE HELP



Check "help" in PowerGrade, the PowerSchool on line HELP site (<http://www.fresno.k12.ca.us/sis/>), a Tech Mentor, or a teaching colleague. If they are unable to assist you with your problem, email via GroupWise to Jim Healy or Kevin Bradley jahealy@fresno.k12.ca.us | kdbradl@fresno.k12.ca.us . Follow the guidelines above.

Or, in the Groupwise Fresno High Address Book, you can select PowerSchoolHelp. The email will go to Jim Healy, Kevin Bradley, and a copy to Barbara Monis.