

June 10th - - Announcing a new, easier to use Help Desk

<http://helpdesk.imesd.org/>

IMESD is the new UMESD name

Submit your support request quickly either online or simply by e-mail. Log in to the online link using your school district's email address, such as jane.smith@imesd.k12.or.us with your password, your information is already in the system. A simplified form completed in four quick steps - local technicians are automatically notified of your request.



Submit help desk requests online at

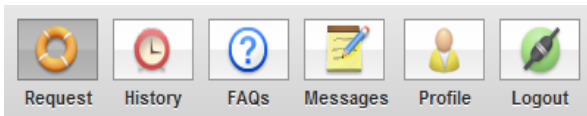
<http://helpdesk.imesd.org/>



Or send in the request by e-mail (details below)

Check your e-mail for ticket confirmation, it will include a copy of the request; any time the ticket is updated you'll be notified by e-mail.

Attach a print screen or file by selecting "Add File".



Icons provide easy access to new requests; review your tickets; browse FAQs (frequently asked questions); read messages specific to your district; profile info and the Logout button.

E-mail your request - use the addresses below for the type of support needed. Add the general issue in the subject line and details in the body of the e-mail. The system does the rest and you'll receive a ticket confirmation shortly after submission.

General technical support:
Phone (or telecom) support:
Printer support:

helpdesk.it@imesd.k12.or.us
helpdesk.phone@imesd.k12.or.us
helpdesk.printer@imesd.k12.or.us

