

## How to Request Technology Help Through Online HelpDesk

1. Go to District Website: <http://www.epschoolsri.com>

2. Click on the **red menu bar** "Employees"

3. Scroll to "HelpDesk" and click on it

4. Enter your email address

5. The system will respond with:

*We cannot find the indicated email address. (this only means you are new to the system)*

Please either correct the email address or enter your last name below if you are a new requester.

6. Enter your last name

7. The next page will ask for other information, and you can put a cell phone number or school number if you need us to contact you.

8. Click Ok

9. Now you are registered and can enter help requests for IT and Maintenance. You will see there are two tabs on top....one for IT, one for Maintenance.

10. Enter your request

11. Enter the password "**helpme**" for IT and "**password**" for Maintenance

12. Click Submit

You will get an email letting you know we have received your request, who it was assigned to and when it is complete. We also communicate with you if we have questions, so look for the emails in your box.