

STEPS TO REPORT CHROMEBOOK PROBLEMS

1. PULL UP THE DISTRICT WEBSITE WWW.ESD20.ORG

2. CLICK ON AT HOME LEARNING



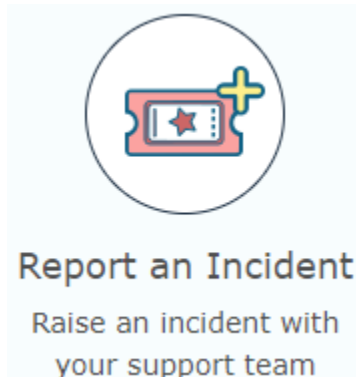
3. CLICK "HELP DESK" IMAGE OR GO TO [HTTPS://ESD20.FRESHSERVICE.COM/SUPPORT/HOME](https://ESD20.FRESHSERVICE.COM/SUPPORT/HOME)



4. SIGN IN WITH STUDENT ID AND PASSWORD

A screenshot of a web sign-in form. At the top, it says 'Sign in' followed by the URL 'http://104.192.62.29:801' and a warning: 'Your connection to this site is not private'. There are two input fields: 'Username' containing '1234567@esd20.org' and 'Password' containing seven dots. At the bottom right, there are two buttons: a blue 'Sign in' button and a white 'Cancel' button with a blue border.

5. CLICK ON THE PINK TICKET IN THE CIRCLE (REPORT AN INCIDENT)



6. FILL IN THE BLANK FIELDS THAT HAVE THE RED *

Submit a ticket

Search a requester *

Subject *

Building *

Extension # *

Room# / Location *

Category *

Description *

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[Attach a file](#)

Search a requester: student login

Subject: What's wrong with the Chromebook? Example: Will Not Power On, Keys Will Not Type, Touchpad Not Working

Building: Select the school you attend

Building *

Extension # *

Room# / Location *

Category *

...

...

Administration Building

Early Childhood Center

Greenbrook Elementary School

Spring Wood Middle School

Waterbury Elementary School

Extension # is your contact number without the hyphens

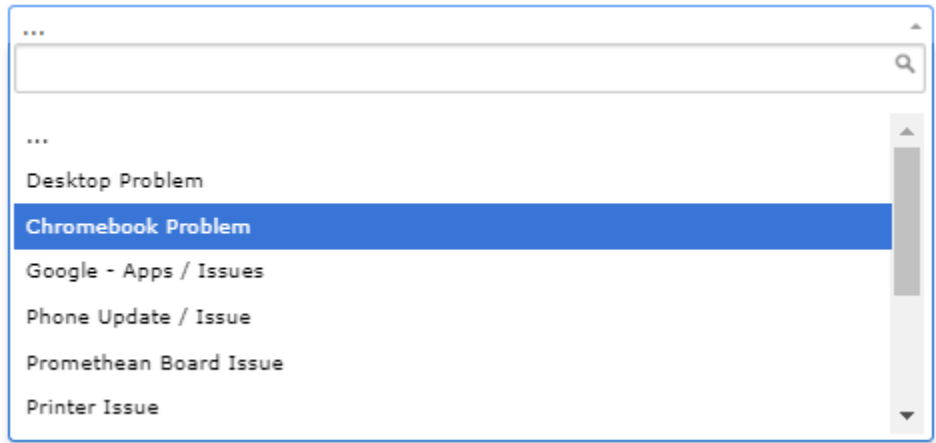
Extension # *

Room#/Location: enter HOME as the location

Category: Select Chromebook Problem

Category *

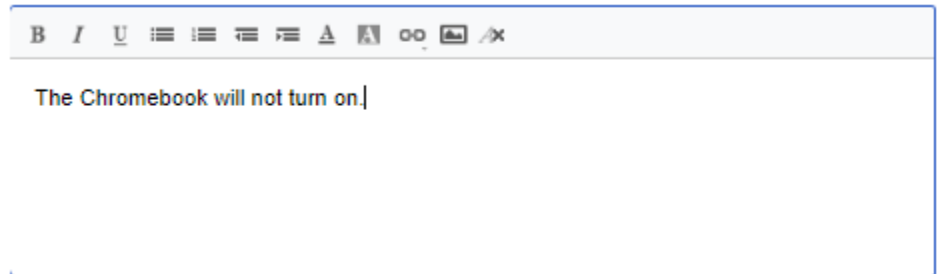
Description *



A dropdown menu with a search bar at the top. The search bar contains "...". Below the search bar, a list of categories is displayed. The category "Chromebook Problem" is highlighted in blue. The other categories are "Desktop Problem", "Google - Apps / Issues", "Phone Update / Issue", "Promethean Board Issue", and "Printer Issue".

Description: Enter the problem the Chromebook is having

Description *



A rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Indent, Outdent, Text Color, Background Color, Undo, Redo, and Link. The text area contains the text "The Chromebook will not turn on." followed by a cursor.

7. CLICK ON **Submit**

8. NEXT YOU WILL GET A CALL FROM THE DISTRICT TECH DEPARTMENT