



# Enter a parent Technology Request via [assistme.dasd.org](https://assistme.dasd.org) portal

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The first step is to go to [assistme.dasd.org](https://assistme.dasd.org). If you are accessing the site from a mobile device, you may receive a pop-up message; just click **OK**.

Downingtown Area School District logo

Welcome to Downingtown Area School District's Assistance Center.

Username:

Password:

**Log In**

[Self Register](#) | [Lost Password](#) | [More Information](#)

2



If you have previously used this tool to submit a Transportation Request, enter the username and password that you created. Click **Log In**.

Welcome to Downingtown Area School District's Assistance Center.

Username:

Password:

**Log In**

[Self Register](#) | [Lost Password](#) | [More Information](#)

3



If you have not previously used this site, click **Self Register**.

District's Assistance Center.

Username:




Password:

**Log In**

**Self Register** | [Lost Password](#) | [More Information](#)



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<p> Select your role as <b>Guardian</b>.</p>	<p>4 End User</p> <p><a href="#">Save</a> <a href="#">Cancel</a> <a href="#">Contact Information</a> &lt;&lt; &gt;&gt;</p> <p><a href="#">Collapse All</a></p> <p>▼ <a href="#">Contact Information</a></p> <p>End User Role <b>Choose one</b> ▼</p> <p>*First Name <input type="text"/> <input type="password"/></p> <p>Direct Phone <input type="text"/> Ext. <input type="text"/> Cell Phone <input type="text"/></p> <p>Home Address <input type="text"/></p> <p>▼ <a href="#">User Information - Your email address will be your default login (username).</a></p> <p>*Registration Email <input type="text"/> <b>Choose one</b></p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p> <p>Guardian</p> <p>Community Member</p>
<p> Complete the required fields.</p>	<p>5 End User</p> <p><a href="#">Save</a> <a href="#">Cancel</a> <a href="#">Contact Information</a> &lt;&lt; &gt;&gt;</p> <p><a href="#">Collapse All</a></p> <p>▼ <a href="#">Contact Information</a></p> <p>End User Role <b>Guardian</b> ▼</p> <p>*First Name <input type="text"/> <input type="password"/></p> <p>Direct Phone <input type="text"/> Ext. <input type="text"/> Cell Phone <input type="text"/></p> <p>Home Address <input type="text"/></p> <p>▼ <a href="#">User Information - Your email address will be your default login (username).</a></p> <p>*Registration Email <input type="text"/></p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p>
<p> Your <b>Registration Email</b> will be your username.</p>	<p>6</p> <p>▼ <a href="#">Contact Information</a></p> <p>End User Role <b>Guardian</b> ▼</p> <p>*First Name <input type="text"/> <b>John</b> <input type="password"/></p> <p>Direct Phone <input type="text"/> <b>555-555-5555</b> Ext. <input type="text"/> Cell Phone <input type="text"/> <b>555-555-5555</b></p> <p>Home Address <input type="text"/> <b>123 Main Street, Anytown, PA, 12345</b></p> <p>▼ <a href="#">User Information - Your email address will be your default login (username).</a></p> <p>*Registration Email <input type="text"/> <b>n </b></p> <p>*Password <input type="password"/></p> <p>*Confirm Password <input type="password"/></p>



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<p><b>T</b> Create a <b>password</b> and enter it again to confirm that it is correct.</p>	<p>7</p> <p>End User Role: Guardian</p> <p>*First Name: John      *Last Name: Doe</p> <p>Direct Phone: 555-555-5555      Ext.:      Cell Phone: 555-555-5555</p> <p>Home Address: 123 Main Street, Anytown, PA, 12345</p> <p>▼ User Information - Your email address will be your default login (username).</p> <p>*Registration Email: none@none.com</p> <p>*Password: [ ]</p> <p>*Confirm Password: [ ]</p>
<p><b>U</b> Click <b>Save</b>. If you previously corresponded with service desk, you may already have an account, and will receive an email with a link to reset your password.</p>	<p>8</p> <p>End User</p> <p><b>Save</b>    Cancel    Contact Information &lt;&lt; &gt;&gt;</p> <p>Collapse All</p> <p>▼ Contact Information</p> <p>End User Role: Guardian</p> <p>*First Name: John      *Last Name: Doe</p> <p>Direct Phone: 555-555-5555      Ext.:      Cell Phone: 555-555-5555</p> <p>Home Address: 123 Main Street, Anytown, PA, 12345</p> <p>▼ User Information - Your email address will be your default login (username).</p> <p>*Registration Email: none@none.com</p> <p>*Password: [ ]</p> <p>*Confirm Password: [ ]</p>
<p><b>U</b> After logging in, click <b>New Technology Request</b>.</p>	<p>9</p> <p>Service Center</p> <p>Technology Requests</p> <p><b>New Technology Request</b></p> <p>My Technology Requests</p> <p>Powered by Agiloft</p>



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<p>10</p> <p>Select the <b>Service Category</b> that best describes the problem that you are having.</p>	<p>Submit a Technology Request</p> <p>Technology Request</p> <p>Save Cancel Details &lt;&gt;</p> <p>Collapse All</p> <p>ID 250242</p> <p>*Service Category <input type="text"/></p> <p>*Service</p> <p>*Summary</p> <p>Description</p>
<p>11</p> <p>Select the specific <b>service</b>. If you are having multiple issues, or issues with multiple children, we ask that you please submit a new Technology Request for each issue.</p>	<p>*Service</p> <p>Infinite Campus-Parent Portal</p> <ul style="list-style-type: none"><li>Big Ideas Math</li><li>BlackBoard Mobile App</li><li>Chrome</li><li>ClassLink</li><li>Connecting Math Concepts</li><li>Destiny</li><li>FireFox</li><li>Google Apps/Drive</li><li><input checked="" type="checkbox"/> Infinite Campus-Parent Portal</li><li>Internet Explorer</li><li>IXL</li><li>MasteringBiology</li><li>Math180</li><li>Microsoft Office</li><li>MyHRW</li><li>MyMathLab</li><li>Naviance</li><li>PayFort</li><li>PowerPoint</li></ul> <p>School Room</p>
<p>12</p> <p>Provide a brief <b>summary</b> of your problem, one sentence or less.</p>	<p>request</p> <p>Details &lt;&gt;</p> <p>250242</p> <p>Applications <input type="text"/> *Service</p> <p><input type="text"/></p> <p>Information</p> <p><input type="text"/></p> <p>Edit <input type="radio"/> HTML <input checked="" type="radio"/> plain text</p>

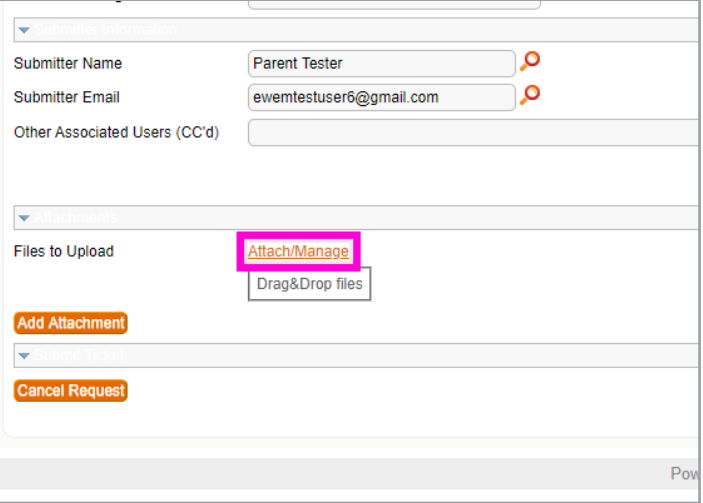
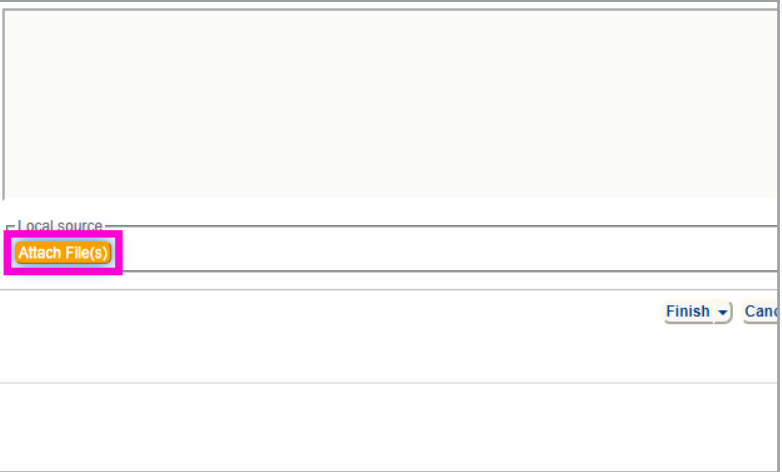
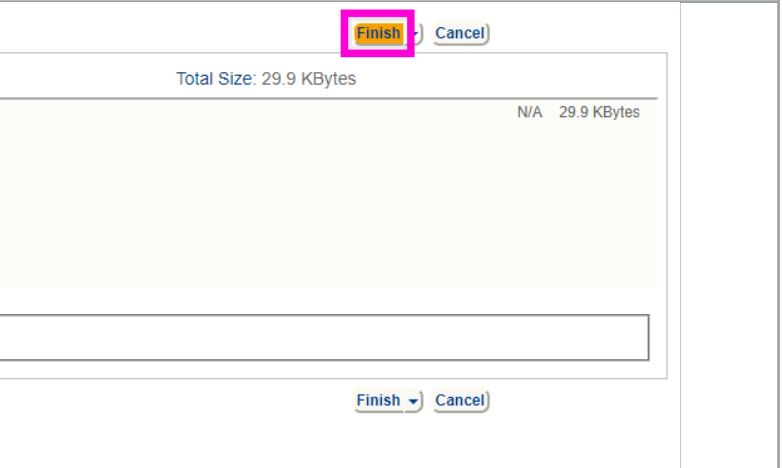


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<p>13</p> <p>Provide a detailed <b>description</b> of your problem including as many details as possible. Include when the issue started to occur, and any troubleshooting steps that you have taken.</p>	<p>250242</p> <p>Applications <span style="float: right;">*Service Infinite Campus-Pa</span></p> <p>Only one child appearing in Infinite Campus</p> <p>me <span style="float: right;">School Room</span></p> <p>Please enter the cc email addresses manually, separated by comma. System also</p>
<p>14</p> <p>Provide <b>student information</b> including student name, grade and school building.</p>	<p>When I log in to Infinite Campus, I only see one of my children.</p> <p>me <span style="float: right;">School Room</span></p> <p>Please enter the cc email addresses manually, separated by comma. System also populates this field automatically if there are cc'ed addresses in the inbound email.</p>
<p>15</p> <p>Select the <b>school building</b> that your child attends. If you have multiple children, you should select the school of the child that relates to this request.</p>	<p>submit a Technology Request</p> <p>Technology Request</p> <p>Save Cancel Details</p> <p>Collapse All</p> <p>ID</p> <p>*Service Category</p> <p>*Summary</p> <p>Beaver Creek</p> <p>Bradford Heights</p> <p>Brandywine Wallace</p> <p>Downingtown Cyber Academy</p> <p>Downingtown East</p> <p>Downingtown Middle</p> <p>Downingtown West</p> <p>East Ward</p> <p>Lionville</p> <p>Lionville Middle</p> <p>✓ Marsh Creek</p> <p>Other</p> <p>Pickering Valley</p> <p>Shamona Creek</p> <p>Springton Manor</p> <p>STEM</p> <p>Trestle Place</p> <p>Trestle Place - Accountability Office</p> <p>Trestle Place - Business Office</p> <p>Trestle Place - Curriculum</p> <p>Trestle Place - Facilities</p> <p>*Service</p>



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<p>16</p> <p>If you have screen shots of any error messages, click <b>Attach/Manage</b>.</p>	
<p>17</p> <p>Click <b>Attach File(s)</b>, and select the files you wish to upload.</p>	
<p>18</p> <p>Click <b>Finish</b>.</p>	



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<p>19</p> <p>Don't forget to click <b>Save</b> to submit your ticket.</p>																				
<p>20</p> <p>This will take you back to the main page, where you can check on the status of existing technology requests by clicking <b>My Technology Requests</b>.</p>																				
<p>21</p> <p>Click the <b>ID number</b> of the Technology Request that you wish to view.</p>		<table border="1"> <thead> <tr> <th>Edit</th> <th>ID ↓</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>250242</td> <td>Only one child appearing in Infinite Campus</td> </tr> <tr> <td><input type="checkbox"/></td> <td>249970</td> <td>Can only see one student in Infinite Campus</td> </tr> <tr> <td><input type="checkbox"/></td> <td>249817</td> <td>Only one of my children appear in Infinite Campus Pa</td> </tr> <tr> <td><input type="checkbox"/></td> <td>244612</td> <td>broken screen</td> </tr> <tr> <td><input type="checkbox"/></td> <td>244303</td> <td>1:1 printing</td> </tr> </tbody> </table>	Edit	ID ↓	Summary	<input type="checkbox"/>	250242	Only one child appearing in Infinite Campus	<input type="checkbox"/>	249970	Can only see one student in Infinite Campus	<input type="checkbox"/>	249817	Only one of my children appear in Infinite Campus Pa	<input type="checkbox"/>	244612	broken screen	<input type="checkbox"/>	244303	1:1 printing
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You can view and add notes.  
When you're done, click **Logout**.

The screenshot shows a web interface for a parent technology request portal. At the top right, it displays "User: parent\_tr" and a "Logout" button. Below this are three navigation tabs: "Home", "View", and "My Profile". A search bar contains the text "Text:" followed by an empty input field and a "Go" button. Below the search bar are three icons: a printer, a home icon, and a copy icon. The main content area below is mostly blank with a vertical scrollbar on the right side.