



Technology Services Department Help Desk - Jim Flippen

Hours of Availability: 8:30-2:30, Monday-Friday

Phone: 664-9220

Email: helpdesk@turlock.k12.ca.us

When do I call the Help Desk?	When do I put in a Tech Desk request?
<p>Immediate/urgent technology needs that are affecting multiple users or access to necessary documents. Examples include:</p> <ul style="list-style-type: none"> • An entire computer lab goes out • Your powerpoint suddenly disappeared • My projector was doing just fine a minute ago and suddenly the connection is gone <p>Minor fixes that aren't urgent and you've tried to troubleshoot but haven't quite figured out. If the Help Desk can't address it they'll elevate the issue and submit a Tech Desk request. Examples include:</p> <ul style="list-style-type: none"> • My printer hasn't worked in a couple of days • I'd like to print to the common printer in another room, but I can't right now • I can't find a folder that I normally save things in. I don't need it now, but it's been bugging me • I'm not sure how to log in to this Chromebook <p>Software issues:</p> <ul style="list-style-type: none"> • Installations on individual devices. • Troubleshooting (e.g., when an error message pops up) • Configuration (e.g., my view in Outlook is different than it was yesterday- how do I fix it?) <p>Guidance for spam and potentially harmful emails</p> <p>Creating new student network accounts/password changes on existing network accounts</p>	<p>New software requests</p> <p>Installing new equipment on multiple devices or a lab</p> <p>Assessment requests for older devices or devices that aren't functioning well (we can see if it can be cleaned up, upgraded, or if it needs to be replaced)</p> <p>Consultation requests for new purchases</p> <p>Set up for meetings, workshops, PD events</p> <p>Requests for moving equipment to new places</p> <p>Requests for cabling, including damaged ports</p> <p>Printer paper jams or printer errors on the computer screen</p> <p>Recovering files/folders from backups</p>
<p>If there is an emergency and the Help Desk is unavailable, please call the Technology Department main line at 664-1138.</p>	<p>*Please include the following information with requests to both the Help Desk and Tech Desk:</p> <ul style="list-style-type: none"> • Site and room number • Name • Preferred time of assistance • Specific details of request <p><i>Without this information, there may be a delay in addressing your request.</i></p>