

TECHNOLOGY DEPARTMENT

How to Enter a Help Desk Ticket

1. From the District Website, click **Departments > Information Technology** or click the following direct link: <https://www.lkstevens.wednet.edu/departments/information-technology>
2. Click the **Help Request Form** button link.
3. It should look like this (please follow the text instructions in the screenshot below):

Current User? Login Here!

Email	Password	<input type="button" value="Sign In"/>
<input type="text"/>	<input type="password"/>	
Forgot Password?		

If you have entered tickets before using this tool, enter your username and password. If you can't remember your password, click 'Forgot Password'. The system will email your password to you.

New Enhancement

- Your Requester role now requires an individual password to log into MySchoolBuilding.
- This individual password is in addition to the Submittal Password used to submit requests.
- If you have previously submitted requests, you **DO NOT** need to register.
- If you do not know your individual password, click on **Forgot Password?** and enter your email address. You will receive an email to create a new password.
- If you already have an individual password, enter your Email and Password and click on Sign In.
- Questions? Please review our [resource page](#) with FAQs, guides, and video tutorials.

Never Submitted a Request? Register Here! ✓

If you've never entered a helpdesk ticket using this tool, create a new account here.
If it asks for an account #, use 453962357

4. If you are a NEW USER you will see the following screen (fill it out and continue):

Never Submitted a Request? Register Here! ^

Account Number

453962357

First Name

Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Register

NOTE: Registration will be complete after you submit your first request.
New users are not saved until their first request has been submitted.

5. Once you've successfully logged in, ensure you have selected the **IT REQUEST** tab at the top of the page and continue to fill out the help desk ticket.

There are 8 Steps to submitting an IT Request ticket:

Step 1: Contact info (this should already be filled out).

Step 2: Location/Area/Room # (select your location/area/room from the drop-down list).

Step 3: Problem Type (click the icon that best describes the issue you are encountering).

Step 4: Full Description (write as detailed a description as possible of the technical issue)

Step 5: Tag Number (this is the 5 digit number on the barcode sticker that says "Property of Lake Stevens.")

Step 6: Ignore this step.

Step 7: Submittal Password (the submittal password is **password**).

Step 8: Click the **Submit** button.

You're done! Do the Happy Dance. A tech will be solving your technical issue shortly.