Technical Services Support Portal

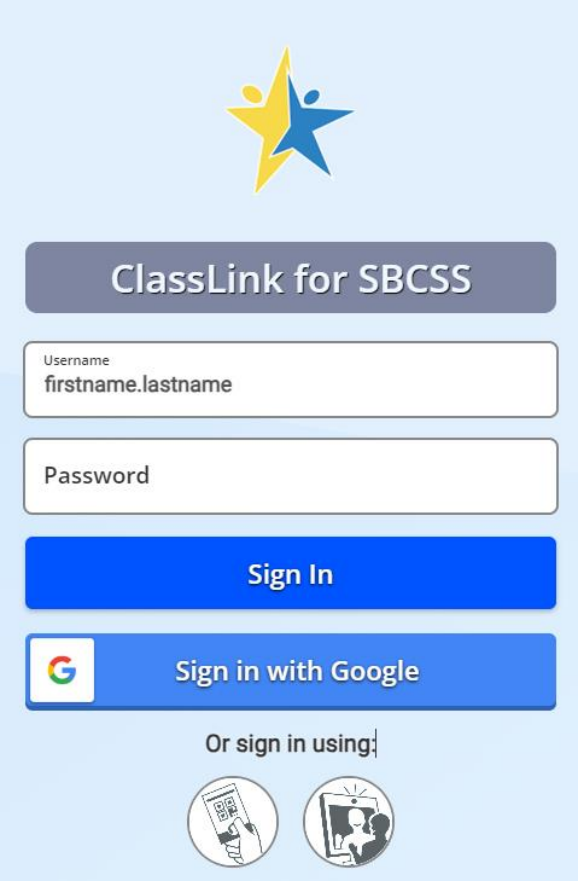
Our one-stop shop for all your technology needs

The Technical Services Support Portal provides technical support for the San Bernardino County Superintendent of Schools (SBCSS). We are committed to supporting SBCSS with friendly and effective service to meet your needs. Our support portal will be the central contact point for technology requests, including MAC/PC support, security, software, wireless, teleconference, user accounts, and access privileges. You can reach the portal with the link below from any browser.

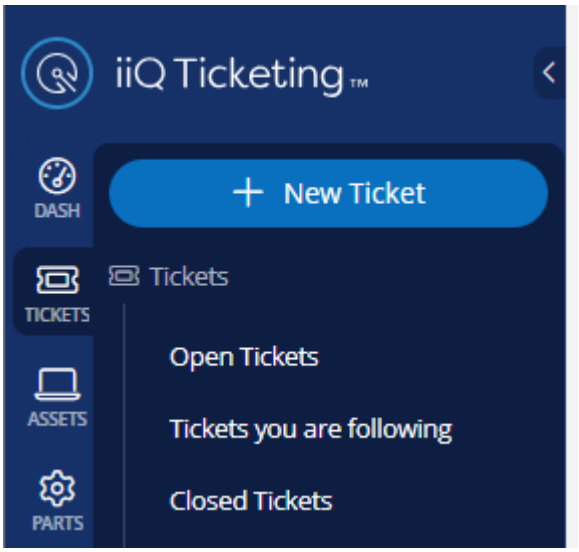
https://helpdesk.sbcss.k12.ca.us

Use your first name [dot] last name and your SBCSS email password to log on.

**NOTE: ClassLink is used for authentication and then you will be redirected to the support portal.*



From the left navigation menu, hover over Tickets and select “+ New Ticket” from the popout menu that appears.



Next, you will want to “select an issue category” by using the descriptive buttons available. These details will help route the request to the right person. If you are unable to locate an applicable category, select “issue not listed”.

Lastly, summarize the issue and complete the required fields. These may vary depending on the problem identified but will include urgent issue identifier, room, phone number, and location. You can also notify additional users (i.e., supervisor, team teacher, etc.), and attach any supporting files.

Once all the information has been entered, select Submit Ticket from the bottom right side of the page. The ticket will be generated and assigned to an appropriate technician. You will receive a confirmation email along with email notifications as the ticket is being addressed.

Contact support at (909) 381-8585 if you need further assistance.