

**Visit our website for
more information**

www.smusd.us

**SMUSD
Help Desk
System**

Technology Services is committed to providing first-class educational technology vision, services, planning and support for the administration, faculty and students of the San Marino Unified School District.

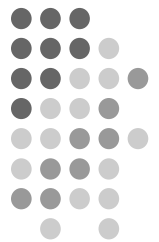
The services we provide include Internet access, email, networking technologies, business and instructional applications, technical support, training, and web communications.

Effective communication is the key to successful technical support. The SMUSD Help Desk System is designed to improve communications. Please discuss any concerns or issues with your site technician.

Technology Services,
San Marino Unified School District



Stephen Choi
Director of Technology
Technology Services
San Marino Unified School District
1665 West Drive
San Marino, CA 91108



Introduction

Register

Submit a Ticket

***Technical Support
is our Priority***

www.smusd.us

<http://helpdesk.smusd.us>

The SMUSD Help Desk System

Introduction

San Marino Unified School District provides technical support for staff to engage in effective instructional and administrative use of technology resources, such as computers, printers, Internet access and email.

SMUSD Help Desk is a web-based, always-on system managed by SMUSD Technology Services.

Features include:

- Users are able to submit tickets anytime, anywhere.
- Users are able to check the status of their ticket.
- Users are able to provide feedback.



Register (for 1st Time Users)

Please register to begin using the SMUSD Help Desk:

1. Open any web browser and go to:
<http://www.smusd.us>
2. Under 'Links', go to 'Technology Help Desk'.
3. Click 'Register'.
4. Enter a preferred username and password. Fill in your name, email, retype the 'Security Code' and click 'submit'.

You will receive a confirmation email. For further information or assistance, please attend user group sessions arranged at your school.

Submit a Ticket

Need technical support? Entering a ticket is simple! Remember, you can do it on ANY computer that is online. Here's how:

1. Open any web browser and go to:
<http://www.smusd.us>
2. Under 'Links', go to 'Technology Help Desk'.
3. Login with your helpdesk username and password, then click 'Login'.
4. Click 'Submit Ticket'.
5. Fill in all the information (select the correct category/school, retype the Ticket Access Key), click 'Submit'.

After your ticket is submitted:

- You will receive an email confirming receipt of your ticket.
- You will receive email notification when your issue is placed on "HOLD" or "CLOSED".
- You can always login, check or change the status of the ticket anytime.
- You will have the opportunity to rate your level of satisfaction or reopen the ticket.

