

**THANK YOU FOR ALL
YOUR HELP**

With your assistance we will keep our information tools up and running. Enabling you to access the information you want when you need it. We appreciate your help and patience while we implement this new service.

To aid in faster service, please try the recommendations first (check plugs, restart). **Give A Hoot – First Reboot.**

Call if you need assistance. With your information, we can narrow down the problem and get you going again as soon as possible. If the phone is busy please leave a message.

MEAD HELP DESK

Phone: 509.465.7777 or Ext. 7777

Fax: 509.465.7668

Email: helpdesk@mead.k12.wa.us

We can help you with problems concerning:

1. Computers, and peripherals
2. Skyward
3. GroupWise
4. Software – Word, PowerPoint, Excel etc.
5. Login issues – Novell

We can't help with:

1. TV's
2. VCR's
3. Overheads
4. Intercom phones
5. Scanners, digital cameras (small devices)



HELP DESK

**KEEPING
INFORMATION
FLOWING**

MEAD HELP DESK

Phone: 509.465.7777 or Ext. 7777

Fax: 509.465.7668

Email: helpdesk@mead.k12.wa.us

Tel: 509.465.7777

Ext. 7777

Fax: 509.465.7668

Remember, you can access email from other computers or through the MSD website at home.

Email: helpdesk@mead.k12.wa.us



MEAD HELP DESK

Our objective is to keep the technology working for you.

INFORMATION SERVICES

Using technology as a tool to help enhance your learning environment is wonderful as long as it works.

The Technology department wants to know when something isn't working properly. One positive step toward making you a confident user of our current technology is the Mead Help Desk.

We want to make sure information is available to you in a reliable manner. We hope using the Help Desk will assist in making that possible. We want you to be a comfortable and confident user of our technology.

Being "user friendly" is key to Mead School District being a successful leader in the ever changing field of technology.

IDENTIFYING THE PROBLEM

"It doesn't work." While that may be true, it isn't very helpful in getting to the heart of your problem. By examining exactly what is happening it will aid in finding a solution to your dilemma. What is physically wrong? What can you see, smell and hear?

DETECTIVE WORK

Please be ready at your computer (if possible) when you call the Help Desk and have the following information ready.

Make: Compaq, Dell, HP, etc
Model: D530Sff, N620e (sometimes found on front panel)

Type of **Operating System** - (Windows 98 or XP, or MAC)

What **application** were you in when it happened? - GroupWise, Skyward, Word, Internet, etc?

Make note of the **symptoms?** (Sounds, error messages)

Be able to **describe the problem.** What happened and when? Are you the only one having this problem?

Tell us what you have **tried to fix** the problem?

It will help us if you understand that we have many computer types and aging equipment. We will do everything in our power to keep your systems up and running.

TRY THIS FIRST

1. Check the cable connections and make sure they are all secure. Check for power.
2. Restart your computer to reset the controls. Hold down Ctrl + Alt then press Del to end task. Or push and hold the power button for 5+ seconds. **Give A Hoot – First Reboot.**
3. Check - is all the equipment turned on? If you have green lights then you are getting power.

Please remember to **turn off** the machine every night.

- Energy conservation.
- Power outages can affect your machine.

STILL OUT OF SERVICE? CALL THE HELP DESK

If it is still not working you might have done all that you can. Call the **Mead Help Desk** at **465 – 7777** or **ext. 7777.**

We will try to help you over the phone. If your problem is not resolved, then a work ticket will be issued. A confirmation email will be sent to you.

MEAD HELP DESK

Phone: 509.465.7777 or Ext. 7777
Fax: 509.465.7668
Email: helpdesk@mead.k12.wa.us