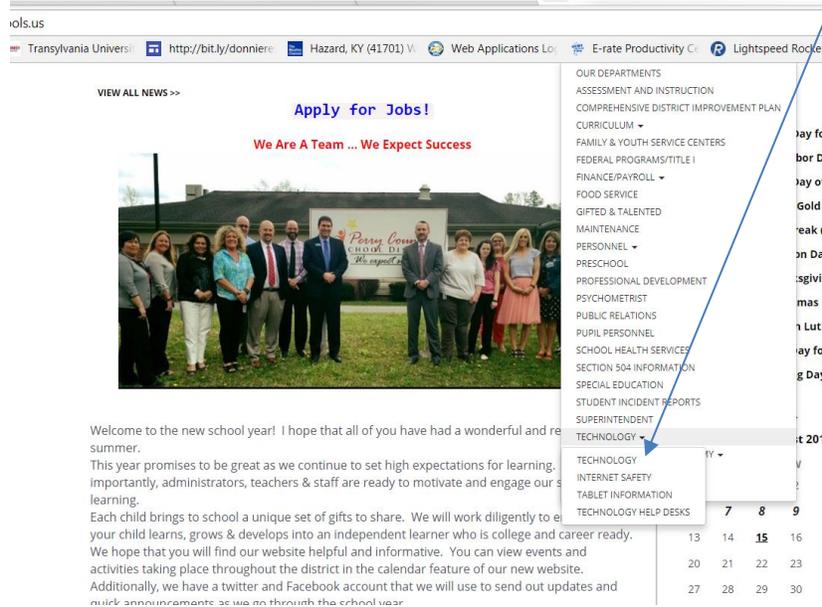
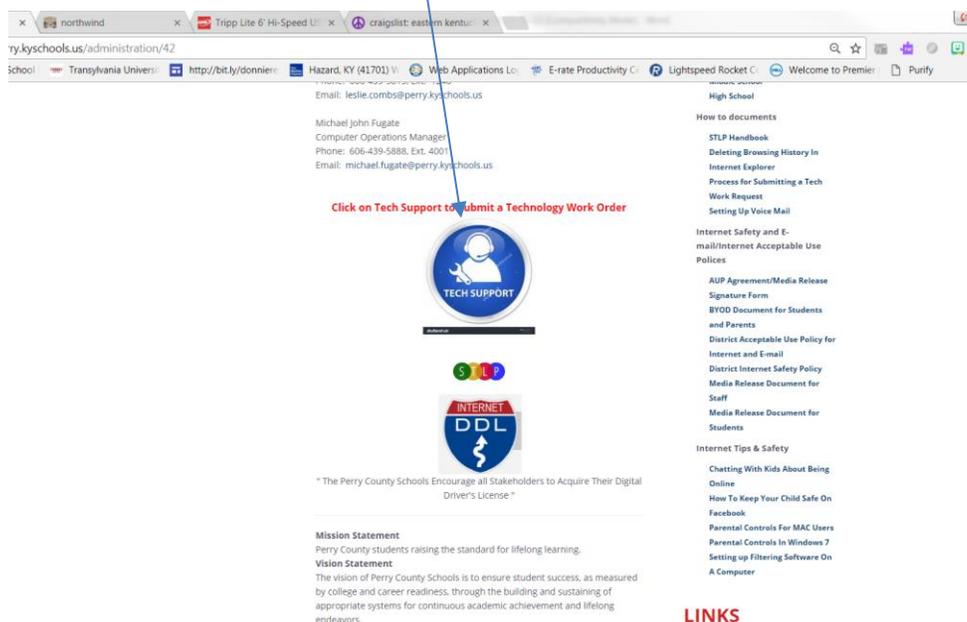


Process for Placing a Technology Work Request

1. Navigate to the Perry County Schools Website: www.perry.kyschools.us
2. Click on Departments and under the technology section click technology again.



3. On this page scroll down approximately to the middle of the page and click on the symbol title Tech Support.



- When you click the link titled Tech Support it will take you to this page. Make sure you complete all fields in the work request so the techs can have an understanding of what is going on. Sometimes they can fix your issue without having to come onsite and by providing all information this can help them analyze what's going on with your system.

The screenshot shows a web browser window with the URL `http://khelpdesk.com/perry/usr_job.cfm`. The page features a red header with the Perry County School District logo and the text "PERRY COUNTY SCHOOL DISTRICT HELP DESK". Below the header are buttons for "Add Job" and "Search". The main form is a light gray box with the following fields:

- Name:
- Email:
- Phone:
- Room:
- School:
- Category:
- Issue:
- Detail:
- Priority:

At the bottom of the form is a "Submit Request" button. To the right of the form is a yellow sticky note graphic with a red paperclip, containing the text: "Welcome to the Perry County School District help desk. There are no known issues at this time."

5. Once the ticket is placed, it will be logged into the online system. When the district technician that's assigned to your school opens the ticket and starts working the ticket you will receive an e-mail that lets you know your problem is being addressed. The email will look like the image below.

Your Help Desk Job Has Been Updated to OPEN.
You may track the status of this job [\[click here\]](#).

PERRY HELP DESK  252

Name: Angie
Email: angie.tucker@perry.kyschools.us
Phone: 439-5813
Room: 10

Issue: no internet
Detail: blank screen

Serviced By: Michael Smith
Solution: Please refresh your browser by stiking the F5 on your keyboard

Priority: NORMAL Status: OPEN

 [\[Click Here to Add or Update Ticket Information\]](#)

Note: If you are having trouble seeing this HTML formatted email go to <http://www.thinkhelpdesk.com/Perry/EmailHelp.cfm>