

Good Afternoon-

We hope you've had a good start to the year. I wanted to thank you all for your patience as we work through the start of the year processes and work through some speedbumps on some of the new things we're doing this year. Starting next week, I hope to be in the buildings a little more regularly. . .

Over the next several weeks, we'll be sending out a "Tech Tip" each week to pass on useful information to help you throughout the year. . .

For this week, the "Tech Tip" is on HelpDesk. . . HelpDesk is always the best way to get ahold of us to help you with an issue, especially during the busy times of year.

To open a HelpDesk ticket, go to <https://helpdesk.sw1.k12.wy.us/helpdesk/WebObjects/Helpdesk.woa> and you can login with your username and password. If you do not know your password, you can use the forgot your password function on the bottom of the page to reset it.

It helps us answer your tickets quicker if you open a ticket this way and add the category in the ticket instead of opening an Email Report. For example, if you need help with Powerschool and send in an Email Report, it'll have to get routed correctly before it goes to Pat or Courtney to assist you. If you put in the ticket under Powerschool, then it'll go straight to Pat or Courtney immediately. If you're not sure which category your ticket goes under, please give it your best guess, and we can recategorize it for you. .

Different requests can go to different people, so please open a unique ticket for each request you have.

If you have any questions, please let us know.

