

# Help Desk - Info Sheet

## Ways to request Technology Help

Make out your own (fastest), E-mail Helpdesk or Call Helpdesk



**Technology Troubles?**  
Email the HelpDesk  
[helpdesk@eatonisd.org](mailto:helpdesk@eatonisd.org)

Please include:  
**Your Name, Building, Room #, A detailed description of the problem including any error codes, and your planning time.**

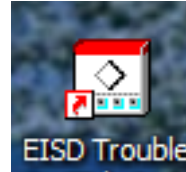
\*\*\*Junk Mail Handling will need to be adjusted so you can receive the messages from the "Help Desk".

[eisdtech@eatonisd.org](mailto:eisdtech@eatonisd.org)

Use your GroupWise Help for Junk Mail Handling information.

**-OR-**

You can make out a Helpdesk ticket yourself. Please include the needed information as you would in an e-mail.



Desktop Icons may look like:

Web address for Help Desk

OR

<http://helpdesk.eatonisd.org>



everything  
HelpDesk

Search knowledgebase

Language: English (United States)

Login Id:

Password:

Login

Log In Screen

**Login ID:** \*same as your Novell username

**PW:** er2k11

Just fill out the ticket and click the "Save Changes" button, and it is on its way to get looked at.

**(Sooner a ticket is submitted, sooner issues get looked at)**