In order to complete any computer related Tech Ticket, our Technical Services team will need to know the **Service Tag Number** of your computer, which is listed **on a sticker** that can typically be found:

- On the side or back of your **Desktop Computer**
- On the bottom of a **Laptop**

If you are able to turn on, and log in to your computer/laptop you may not have to search for your Service Tag sticker. The **PC Name** should be **listed on the bottom right hand corner of your desktop wallpaper**.

### Create a Tech Ticket

1. In the center of the screen click the **Have a Problem? Report It** button.
2. Under the **Ticket** dialogue box, select **Technology Support** from the list of drop-down choices.
3. Complete the Tech Ticket fields with as much detail as possible.

**Required Fields:**

- **Issue Title** – *Create a brief description of the problem.*
- **Building**
- **Room Number** – *Where is this equipment is located?*
- **Who is this ticket for?** – *If someone else should be receiving email updates about the issue, please change this field.*
- **Computer Name** – *As soon as you enter text, the system will search our inventory and attempt to pull up the correct PC Name*

**Important, but Optional Fields:**

- **Phone Number** – *This allows the Technical Services Team to contact you if they have any questions.*
- **Comments** – *Be as detailed as possible in this field, include “what you’ve tried.”*
- **Paste Screenshot** – *Use the Print Screen button to add a helpful screenshot.*

4. **Save** – to send your Tech Ticket to our Tech Services Team.

### Tech Emergency – or – No Internet Access

For urgent tech issues, or if you do not have internet access on any available computer, please call the Help Desk at extension 0220.

Double Click the **Help Desk** icon on the desktop of any district computer & enter your district credentials.

Helpful Tip: If your computer is not working, you may complete a Tech Ticket from **ANY other computer** by visiting [http://helpdesk.lcisd.org](http://helpdesk.lcisd.org)
