

LCPS Computer and AV Helpdesk

Creating an Account

Go to the helpdesk teacher login page:
<http://itsams.intranet.lcps/Aexhd/user/>

Type your GroupWise login (Ex: **JDOE**) in the email box and then look for "If you've never visited the Helpdesk before, [click here to create a new account.](#)" Click that.

(Your GroupWise email address is required so that the system can keep you informed about the status of your ticket.)

You will be prompted to enter your information.

Only **Password** and **Name** are required.

Note: You create your own password.

You may enter a phone number for the school if you like. Click OK.

Submitting a Computer Trouble Ticket

Title – put a brief description of the problem.

Bad Examples (what not to put as a title):

- "My computer doesn't work" (Too vague)
- "My computer has been causing me problems on and off for weeks. Can you come and look at it?"

Good Examples:

- "Can't login to groupwise"
- "Computer won't print"
- "Problem with Bailey's Book House"

School - Select your school so ticket goes to your TRT.

Computer Name - Enter the name of the computer located on the label on the right side of the computer.

Room Number - Provide your classroom number.

Category – Select "Teacher" menu only. Pick the item that most closely resembles your problem. If your ticket could easily be in two categories, simply select one. The TRT and technicians can change categories later if needed.

Comment – Describe the problem. Provide as much information as possible by describing the symptoms of the problem, not what you believe the cause is.

Include the exact text of any error messages in the comment field.

Good Examples:

- "In Word, When I go to file, insert, clipart and I pick the People category and select, it asks me to insert a CD."
- "My student: john smith (username: 123456) can't log on to the computer. He gets the message: 'a domain controller for this domain could not be located'

Click "**Ok**" to submit the ticket. When you submit a ticket, it will go to your TRT who will fix or verify problem and pass on to appropriate PC technician.

Submitting AV Trouble Tickets

AV trouble tickets will usually go to the librarian in your school. The AV system is very similar to the system for computers.

Use the same address:

<http://itsams.intranet.lcps/Aexhd/user/>

Use the same username and password that you created previously. It will take you to the Computer helpdesk screen.

Click the link that says "Go to Audio Visual Services Helpdesk Page"

(Note: The *AV Helpdesk* has a different color background from the *Computer Help Desk*.)

Again the fields are as follows:

Title – Put a brief description of the problem.

School - Select your school from the list

Room Number – Enter the room number or name where the equipment is.

Serial Number - Provide the serial number of the equipment to be repaired.

Model Number - Enter the model number of the unit to be repaired.

Category – For AV calls, select the **Audio Visual** category, and the appropriate sub category.

Comment- Enter enough information for our technicians to find and correct the problem.

Examples:

"After 10 minutes the projector shuts off"

"The play button on the left cassette deck does not do anything when I press it"

Click "**Ok**" to submit the ticket. All AV tickets will be sent to your Librarian.

The screenshot shows a web browser window titled "Instructional Technology Services Helpdesk - Microsoft Internet Explorer". The address bar shows "http://itsams.intranet.lcps/Aexhd/user/". The page header includes the "ITS LCPS Instructional Technology Services" logo and the text "Instructional Technology Services Helpdesk". Below the header, there is a form with the following fields: "Name: Test Teacher", "E-mail: teacher1@loudoun.k12.va.us", "Phone:", "Title:", "School: No School Selected", "Computer Name(ex:24-01,Lab3-22):", "Room Number:", "Category: Not specified", and "Comment:". There are "OK" and "Cancel" buttons at the bottom of the form.

The screenshot shows a web browser window titled "Audio Visual Technology Services Helpdesk - Microsoft Internet Explorer". The address bar shows "http://itsams.intranet.lcps/aexhd/user/Default.aspx?cmd=homeUser2". The page header includes the "AVS LCPS Audio-Visual Services" logo and the text "Audio Visual Technology Services Helpdesk". Below the header, there is a form with the following fields: "Name: Test Teacher", "E-mail: teacher1@loudoun.k12.va.us", "Phone:", "Title:", "School: No School Selected", "Room Number:", "Serial Number:", "Model Number:", "Category: Not specified", and "Comment:". There are "OK" and "Cancel" buttons at the bottom of the form.