

SISD HELP DESK

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The Sherman ISD Technology Team Vision is to provide a consistent, stable, and secure technology environment that is conducive to learning by providing tools, training, and prompt support to all Sherman ISD **students** and **staff**.

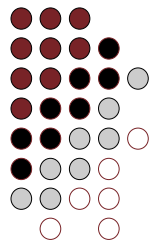
The Technology Team strives to ensure that technology throughout the district is working at all times. Utilizing the Help Desk and HEAT ticketing system helps the Technology Team better support you.

The Technology Team and Help Desk are here to help you with any technology related issues or questions. Be sure to submit a HEAT ticket or call the Help Desk technician at **ext. 8324** to assure your problem or question is dealt with in a timely manner.



<http://www.shermanisd.net>

<http://helpdesk.shermanisd.net>

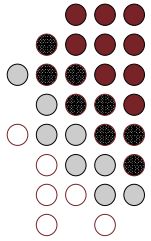


**Ensuring the Security and Stability of Your Technology**

Phone Ext. 8324

<http://helpdesk.shermanisd.net>

# SISD HELP DESK



## INTRODUCTION

Technology plays a vital role in the education of students. To play its part effectively, technology must be dependable and functional. Accordingly, the Technology Team created the Help Desk to assist students and faculty with technology related issues.

The SISD Technology Help Desk utilizes a HEAT ticketing system to ensure that the Technology Team responds quickly and effectively to your technical questions and issues.

With the HEAT system, users are able to:

- Enter tickets from any computer in the district.
- Check the status of their tickets at any time.
- Provide feedback.



## SUBMITTING A TICKET

Technical support is just a few clicks away. It's simple and quick, and you can submit a ticket from any SISD computer. Here's how:

1. Open your Internet browser and navigate to:  
<http://helpdesk.shermanisd.net>
2. Enter your SISD network user name and password.
3. Click "New Issue."
4. Enter the required information, e.g., Campus, Room, Phone or Phone Ext.
5. Describe your problem in detail.
6. Click "Submit."

Once your ticket is submitted, your ticket status can be monitored via <http://helpdesk.shermanisd.net>. Once logged in, simply click the "Issue Tickets" link at the top of the page.

Upon the closing of your ticket, a closing notification email will be sent along with a link to a quick satisfaction survey. The Technology Team values your feedback, and it will help us better serve you in the future.

## CALLING THE HELP DESK

A technician is always a phone call away. During the work week, if you have a technical issue or question, you can call the Help Desk at **ext. 8324**. A technician will be available and ready for your technical issues, questions, and comments.



## TROUBLESHOOTING TIPS

- Ensure all cable connections are securely inserted into the computer.
- Restart the computer if you're experiencing sluggish computer performance.
- Call the Help Desk if there is any indication that your computer is infected by a virus.
- Record error messages for the Help Desk.