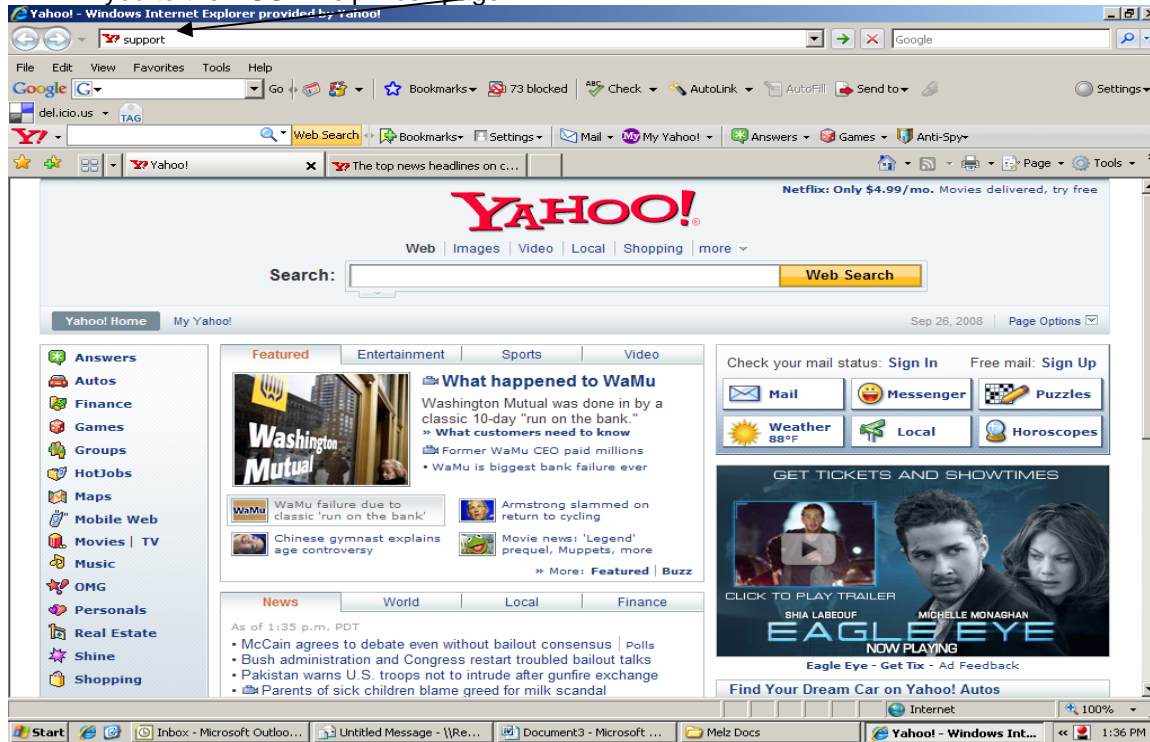


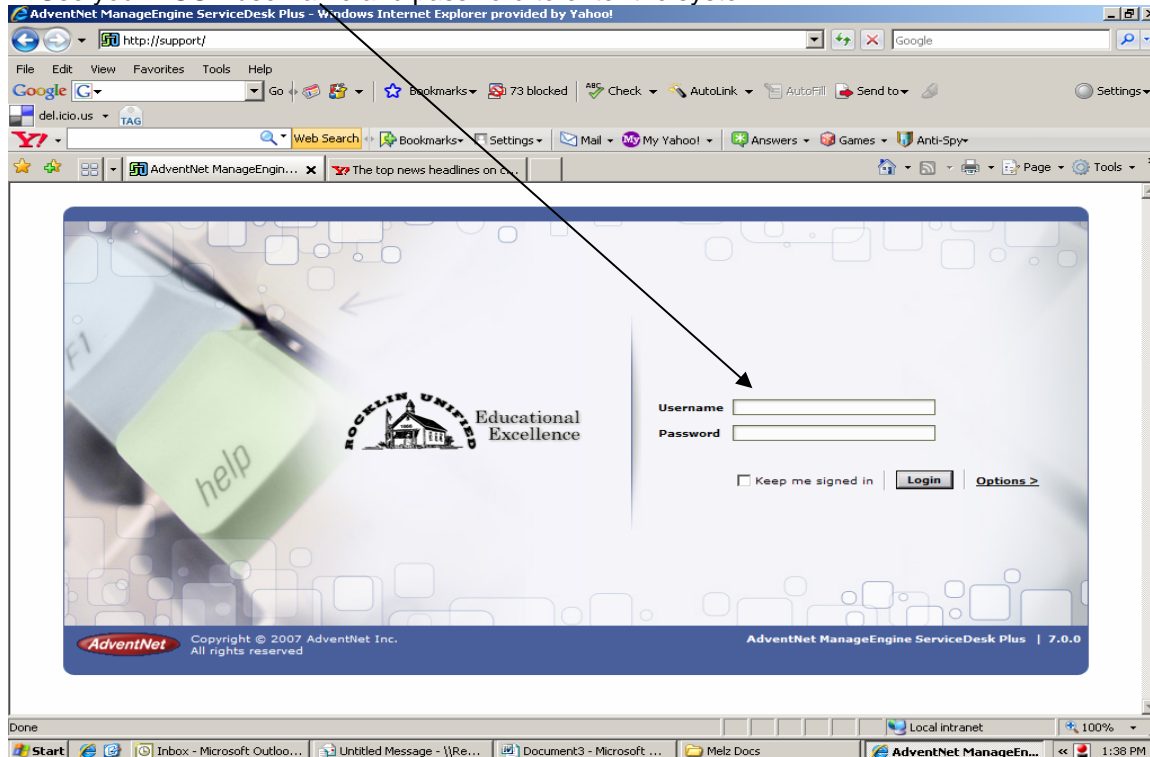
How to submit a Support Ticket:

If you have a problem with your technical equipment or software programs, please submit a RUSD Support Ticket to receive help. This system is to make things easier and more efficient. Please do not call our technicians, as they will have you fill out a ticket before they can begin trouble-shooting your problem. Here is how!

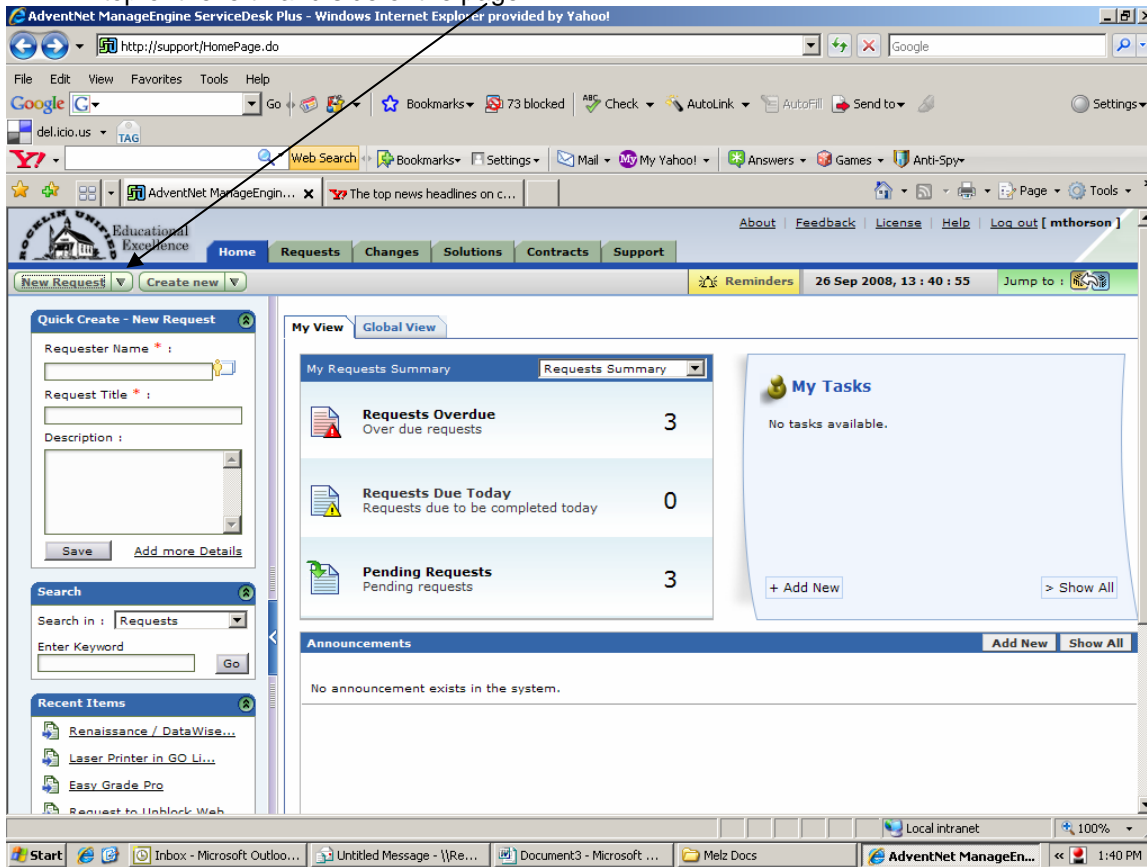
1. Choose your Internet Browser (ex: Explorer), and in the url field, type in *support*. Press Enter. This will take you to the RUSD Help Desk page.



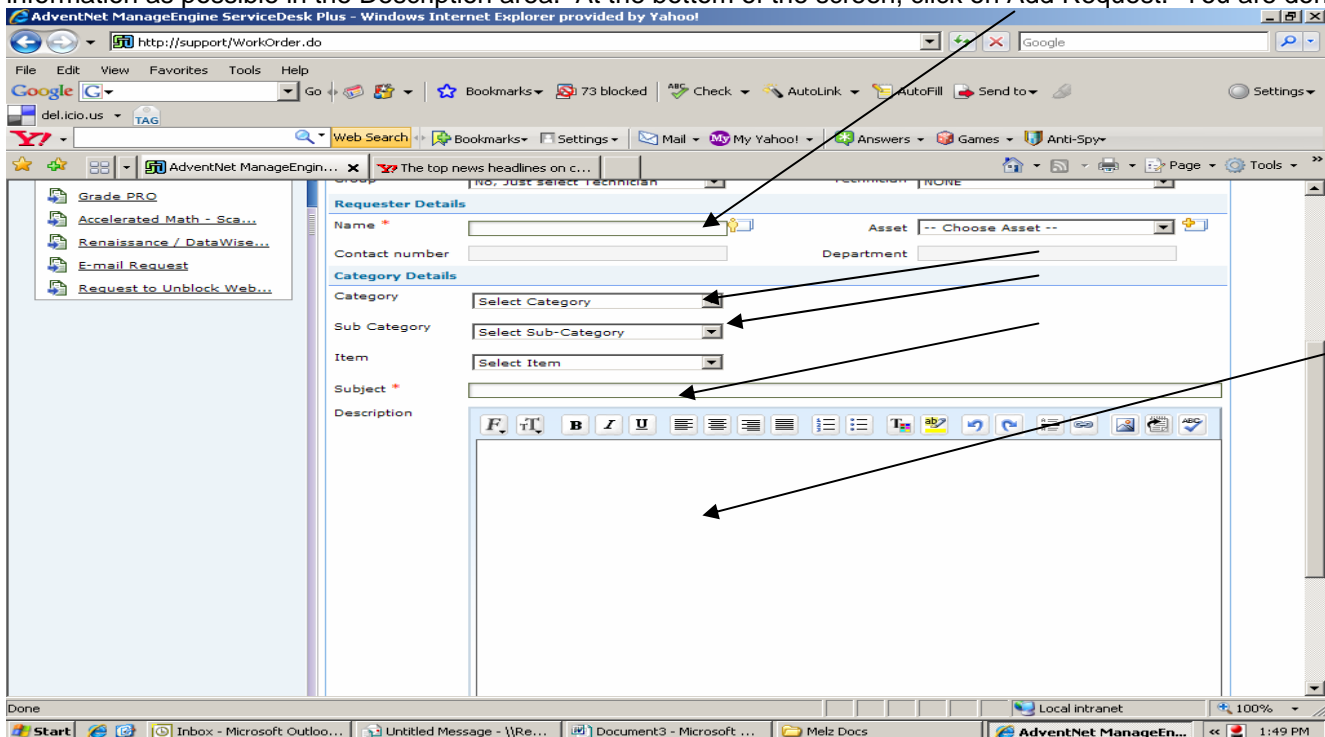
2. Use your RUSD username and password to enter the system



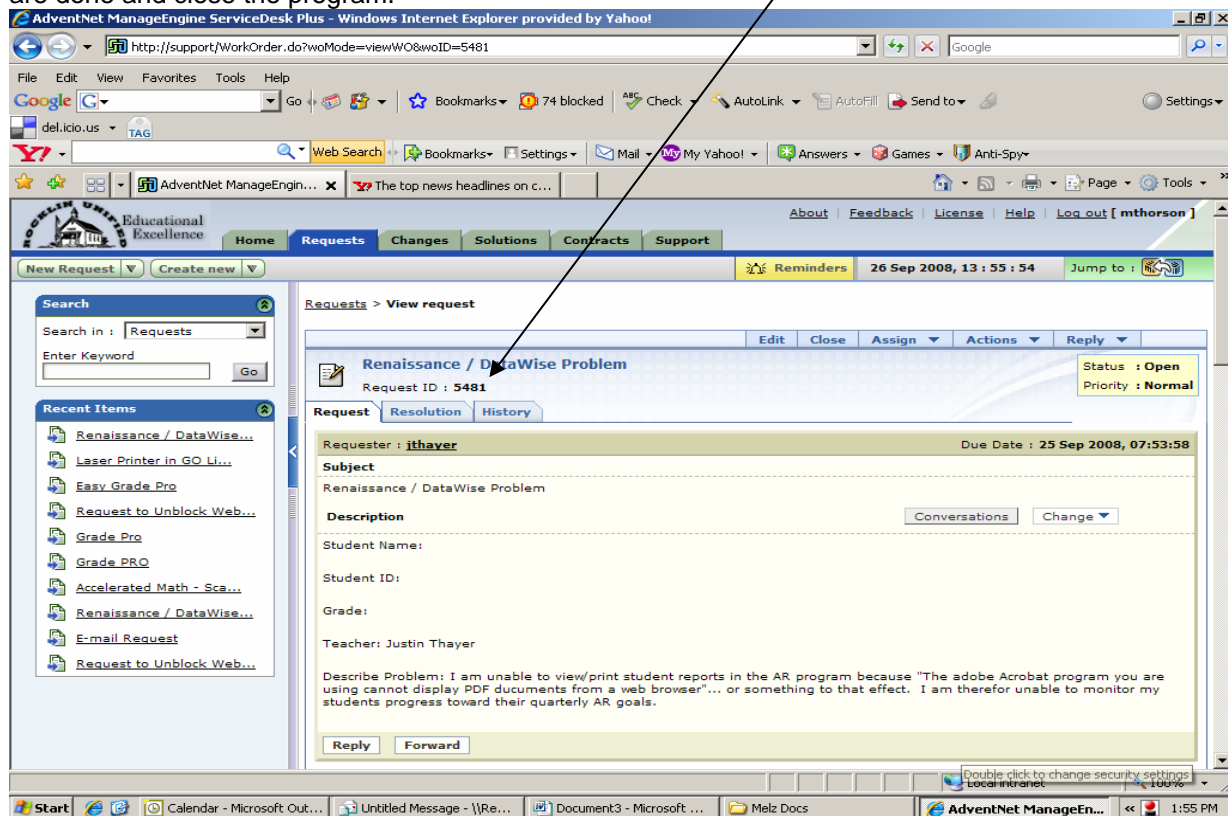
3. **If you haven't ever submitted a Help Desk Support ticket**, you will need to select New Request at the top of the left hand side of the page.



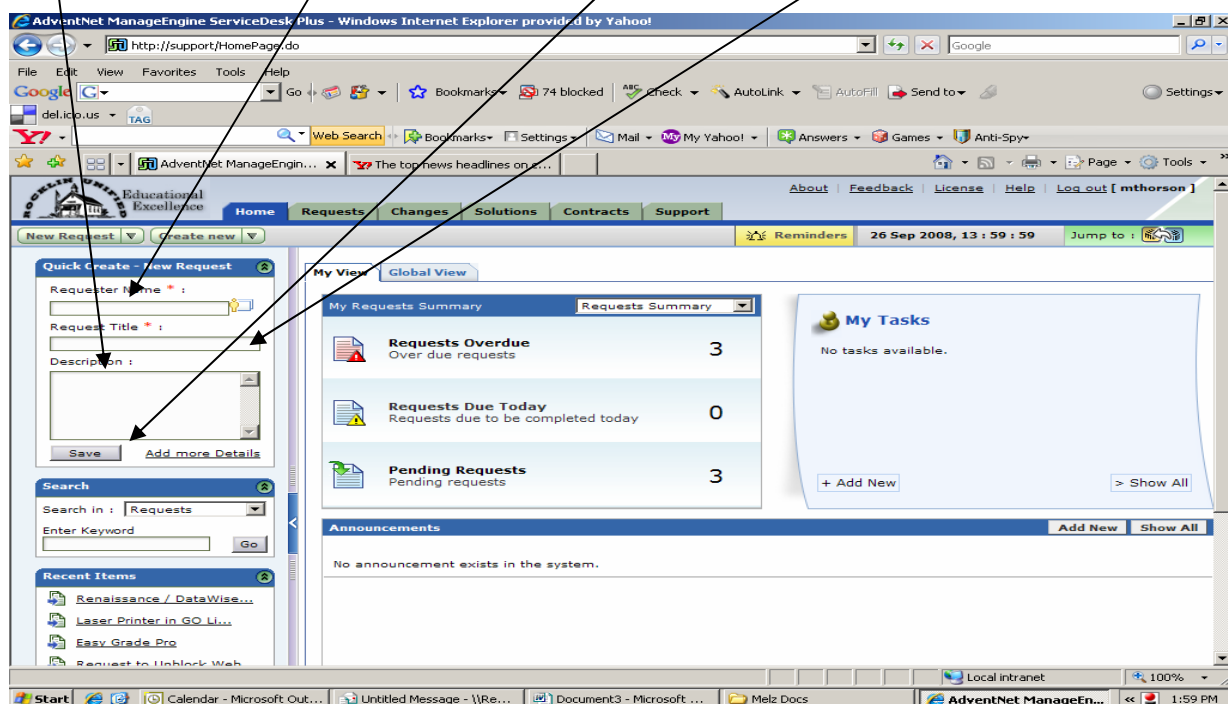
4. Fill out as much information on the New Request page as you can. There will be fields you do not know how to fill in, but that is okay – name (email address), location and details in the Description area. Please give as much information as possible in the Description area. At the bottom of the screen, click on Add Request. You are done!



You will get a snapshot, so you can see your work order. Notice your Request ID number – this is your reference work order number. Either print this screen or write your number down. Once you have received this screen you are done and close the program.



You only need to complete the process in this manner one time. Once your information is in the system, you can now take the short cut to submit your support ticket. On the first screen you come to, once you are logged in, you can simply type in your email address, the title of your problem (example: Easy Grade Pro problem) and then a detailed description of your problem. Then click on Save. This will take you to the summary screen (above).



That is it – that's all you need to do! As soon as your ticket has been assigned to a technician or picked up from a technician, you will receive an email that will provide you with a bit of feedback and an approximate time frame. We hope that by everyone using the ticket system, we can get your issue resolved quickly!

