



Technical Services Help Desk E-Mail Access Instructions

The preferred method for submitting requests for problems with computers and other technical equipment can be submitted on line via email. This is an easy way to communicate about technical issues and enables direct feedback and historical record keeping. That does not preclude the use of telephone or other methods of communication when time is of the essence.

Procedure:

- Open your PSD Email Browser, new message, and type in the address: techhelp (Note: all one word). If the techhelp address returns an error type in the full address: techhelp@philomath.k12.or.us
- Subject Line: Brief description of problem starting with location, school and room number or computer name; e.g. PHS4301 where PHS is the school, 43 is the room number and 01 is the computer. School names are:
 - Blodgett or BL
 - CPS
 - DO
 - PES
 - PHS
 - PMS
- In the text box of your email describe the problem as you see it. Don't worry about technical jargon – just tell it like it is. It is helpful if you receive an error message to write that in as well but that can be difficult at times.
- Send the message – the email goes directly to the technicians and to the database.
- You will receive an automated response that the email request has been received. Further correspondence will occur through email until the issue is resolved.
- You will receive a final message that states the issue is “Resolved”. Please do not respond to this message unless it is not resolved to your satisfaction.