

1. Obtain a Technical Support Request Form

Several ways to get one:

- Copy the form on the other side of this sheet or...
- Ask your principal or school clerk for a form
- Look for the link on Beverly Public Schools Website and print it out.
www.Beverlyschools.org -- Click on *District Policies* section.
- Email the Beverly Public Schools Help Desk and ask for a form to be sent as an attachment. ** The address is **bps-help@beverlyschools.org**

2. Fill out the Form

Important points about this:

- *Make sure* you include as much information as possible about your technical support need.
- A clear and detailed description of a problem will result in a much faster resolution

3. Send it to the “Help Desk” at BHS or for Middle School staff give the form to your tech specialist (J Quinn/Memorial;P McNiff/Briscoe).

A couple ways to send the form to the Help desk:

- Email it back as an attachment to **bps-help@beverlyschools.org** *** or
- Complete the “hard copy” form and send it via *interoffice mail* to Help Desk at Beverly High School

Then What?

- When you attach a form to an Email you can expect a reply that will acknowledge receipt of your request.
- You can Email the Help Desk to inquire about the status of your request submitted via Email or by interoffice mail . You will get a reply to this inquiry within 24 hours.
- PLEASE Do Not.....
 - Call Tech Support Personnel directly.
 - Email Tech Support Personnel directly with support requests – Attach the Help Request Form please!
 - Stop Tech Support Personnel in the hallway to request help.
- PLEASE be patient... our tech support services are not as abundant as our computers or computer users! THANKS for your help in making this process work for the staff of Beverly Public Schools.

*** Attaching/detaching documents from Email messages is a very important and useful skill. If you need help with this please Email the Helpdesk.