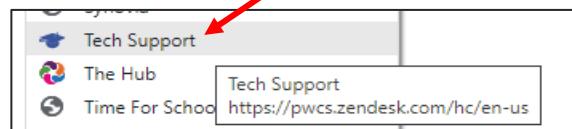
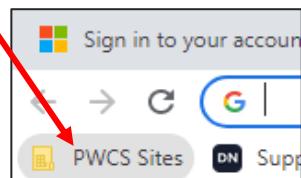


How to Submit a Help Request

Go to Google Chrome - Click on the PWCS Sites Folder - Select Tech Support



Click on "Submit a Request"



From the list of choices, select "General Help Request"

Submit a request

Please choose your request below.

General Help Request

Your email address*

Subject*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Enter your PWCS email address
Example: HillPA25@pwcs-edu.org

On the **subject** line, identify what you need help with:
Examples: Keyboard, Battery, Sound, Lockdown Browser, Memory

Description: Please explain your issue. Be specific, provide details

Examples:

I am getting a message that my laptop is out of memory.

I can't download Lockdown browser from the Software Center

When I try to login, I see a "tree not found message"

On Behalf of someone else? (optional)

leave blank If this request is for you, leave this cell blank

Is this ticket on behalf of someone else? If so please tell us who needs help.

School or Location (optional)

Potomac HS

Please select your current school or location from the drop down.

Room (optional)

leave blank Students should leave this cell blank

Asset Tag Number (optional)

enter the 6 digit tag # (on the yellow bar) that is on the top of your laptop

Attachments (optional)

Add file or drop files here

Press Submit

Submit

Attach a screenshot of the issue, if you think it will help tech support better understand the problem that you are reporting.