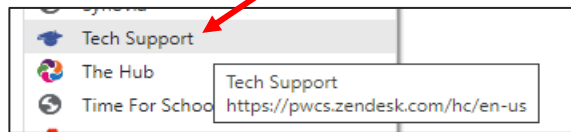
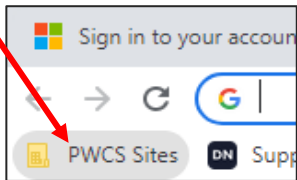


# How to Submit a Help Request

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

A screenshot of the 'Submit a request' form. Red arrows point to the following fields: 'General Help Request' (selected in the dropdown), 'Your email address \*', 'Subject \*', and 'Description \*'. The form includes a rich text editor for the description and a note at the bottom: '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”

A screenshot of the 'On Behalf of some one else? (optional)' section of the form. Red arrows point to the following elements: the 'leave blank' radio button, the 'School or Location (optional)' dropdown (showing 'Potomac HS'), the 'Room (optional)' dropdown (showing 'leave blank'), the 'Asset Tag Number (optional)' field (with a placeholder: 'enter the 6 digit tag # (on the yellow bar) that is on the top of your laptop'), and the 'Attachments (optional)' field (with a placeholder: 'Add file or drop files here').

If this request is for you, leave this cell blank

Select Potomac HS from the list

Students should leave this cell blank

Enter your 6-digit yellow tag number

Press Submit

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

Submit