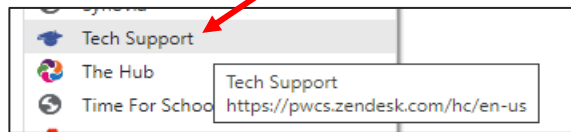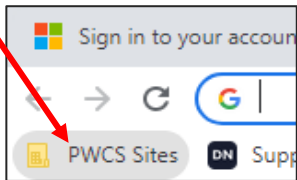# How to Submit a Help Request

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"**

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"

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.