

TECHNOLOGY DEPARTMENT

Guidelines for Requesting Technical Assistance



If you are experiencing technical difficulties with computers, printers, smartboards, scanners or other peripherals, kindly make sure that the machines are plugged in, turned on and verify that your machine supplies such as paper and toner are properly in place.



If you cannot resolve the problem, please contact your Building Technical Liaisons. They will troubleshoot the problem and submit a work order into the technology help desk management system to request additional technical support, if needed. The work order should include the following information in order to insure that the problem is addressed quickly:

- Date:
- Issue Type: Phone vs. Technology
- Caller: This is the name and email address of the person who is reporting the problem in the help desk management system
- Client ID: This is the name and email address of the person who is in need of technical assistance
- Building:
- Room:
- Description of the problem: Please describe the problem and also tell us if this is an administrative technology or instructional technology issue.

If equipment or repair parts that are under warranty need replacement, the technician will note on the work order that there may be a delay due to a pending parts delivery.



If your liaison is unavailable for any reason, please email help@lbeach.org. Telephone issues should be reported in the same manner.



The work order system is in place to ensure that every client requiring technical support will have their concerns addressed in an equal, orderly and timely fashion. There are times when particular crisis situations will occur that will necessitate our department's immediate intervention. As soon as the crisis is averted, we will address the pending orders as soon as possible thereafter.

