

# Meigs County Schools' Help Desk

Meigs County Schools Technology Department

Meigs County Schools provides a help desk for each staff/faculty member to submit requests for tech support. The following information will assist members in using their accounts.

## Step 1 – Navigating to the Meigscounty.net website.

Type [www.meigscounty.net](http://www.meigscounty.net) in the address bar and press the ENTER key on your keyboard.



## Step 2 - Submit Help Request

Click on the Submit Help Request button.



**Submit  
Help  
Request**

## Step 3 - Login

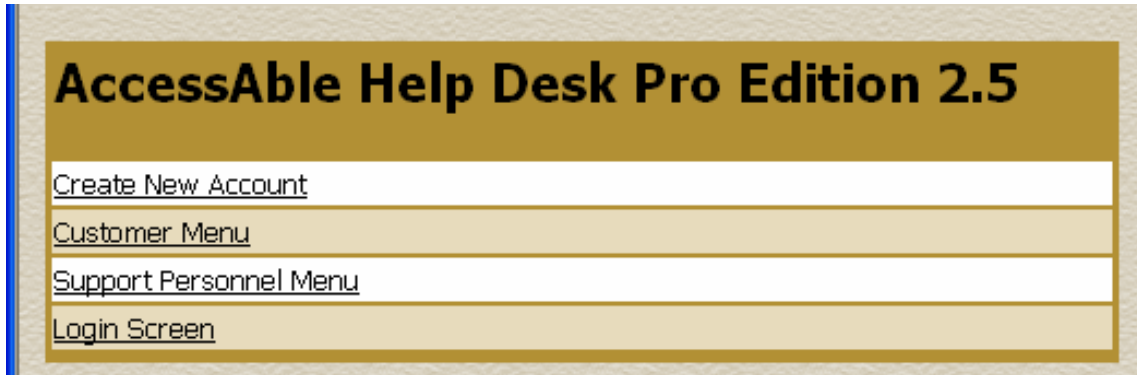
Enter your username and password. Currently, every account's password is fixit. Your password will be visible. Click on the Login button.

\*If you don't know your username or password you will have to contact your Tech Liaison for the information. This is not the same as your Windows XP login or the IMAIL login.

A screenshot of a web form titled "User Login Screen". It has a light beige background with a blue border on the left. There are two input fields: "Login" with the placeholder text "Enter your Login Name" and "Password" with the placeholder text "Enter Your Password". Below these fields is a large "Login" button.

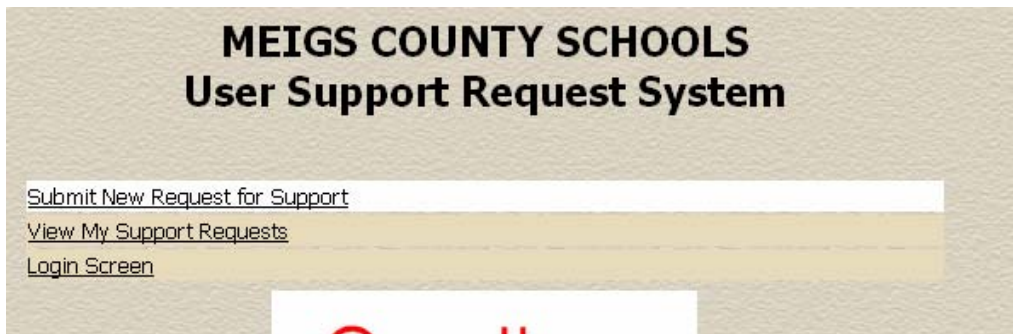
## Step 4 – Customer Menu

Click on Customer Menu



## Step 5 – Add a new request


Click on Submit New Request for Support.



## Step 6 – Enter the appropriate information

Add/Edit Requests	
Req Date	7/31/2005 6:06:02 PM
Requestor	Chad Watson
Email Address	watsonc@meigscounty.net
Phone	
Dept	Faculty South
Location	Meigs South
Request Type	Select Value
Request Category	Select Value
Details	
Urgency	Normal
Date Needed	
Complete	N
<input type="button" value="Add"/> <input type="button" value="Cancel"/>	



- a) Be sure to click on the  button at the end of any field boxes that contain Select Value and choose the appropriate information.
- b) Type a detailed description of your technical problems (including what may have caused the error or any symptoms) in the Details field box. **MAKE SURE TO INCLUDE THE 4-DIGIT ASSET # OF THE COMPUTER** ( for example, 0334). This asset number is usually located on the computer in permanent marker or a printed label. Sometimes it will be preceded with MeigsBOE.
- c) Click the Add button to submit the request.