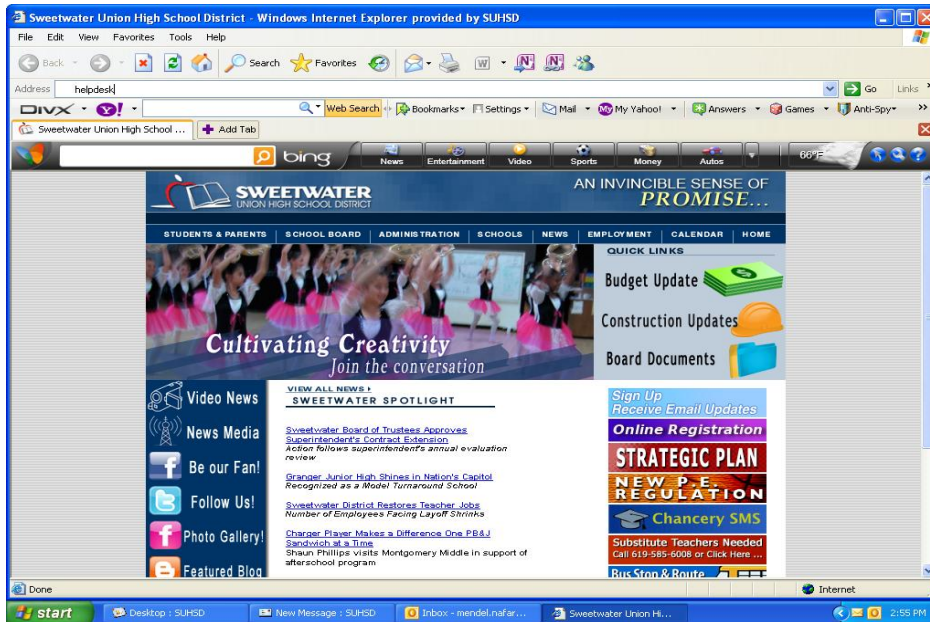


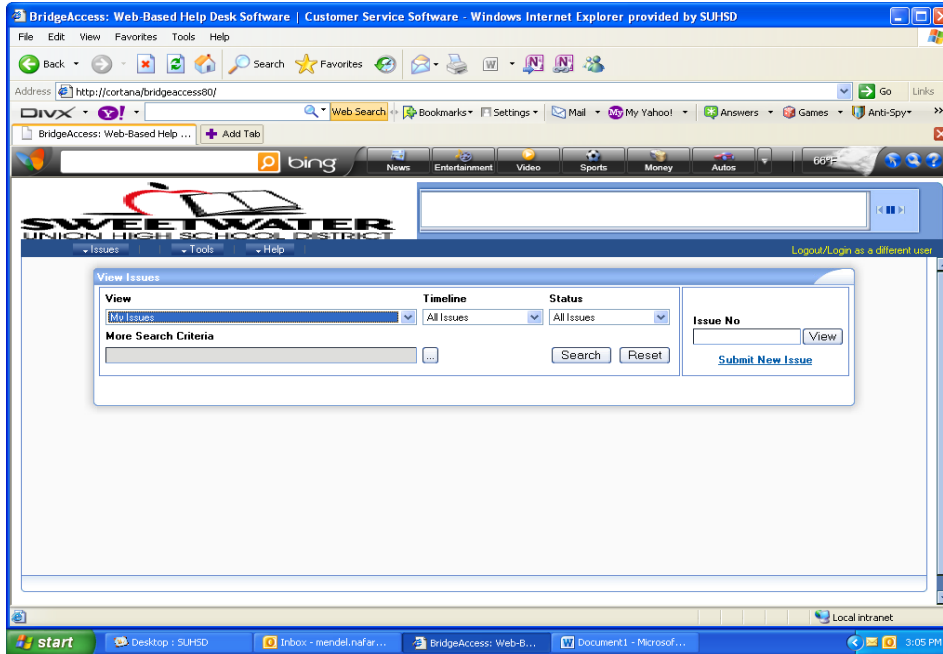
1. Open Internet Explorer. In the URL Address window type "helpdesk" as shown below. Hit return.



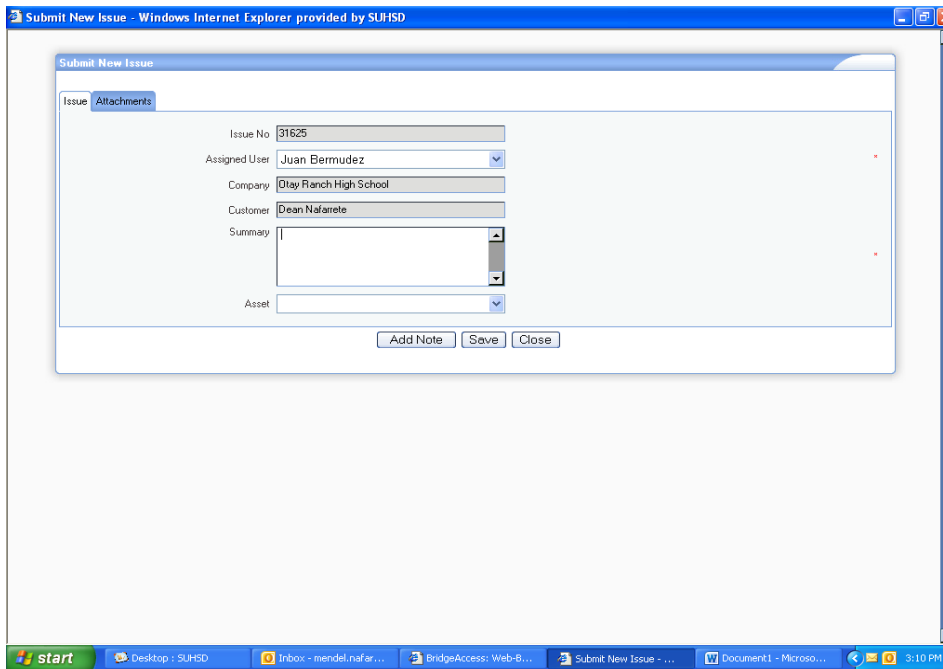
2. This will be the next screen below. "Customer login name" and "password" will be the same login and password you use for logging into your computer. Hit submit button.



3. You will be taken to this screen. Click “submit new issue” located on the middle right hand side of screen.



4. This is the final screen. On the assigned user blank click the pull down button. Find and select Juan Bermudez, our assigned technology person. Go to Summary and type in the technology concern. Include room number. Once finished, click save and exit.



5. Your work order will be placed on a priority list that Juan Bermudez accesses daily.