

# How to Initiate a TSR (Teacher Service Request)

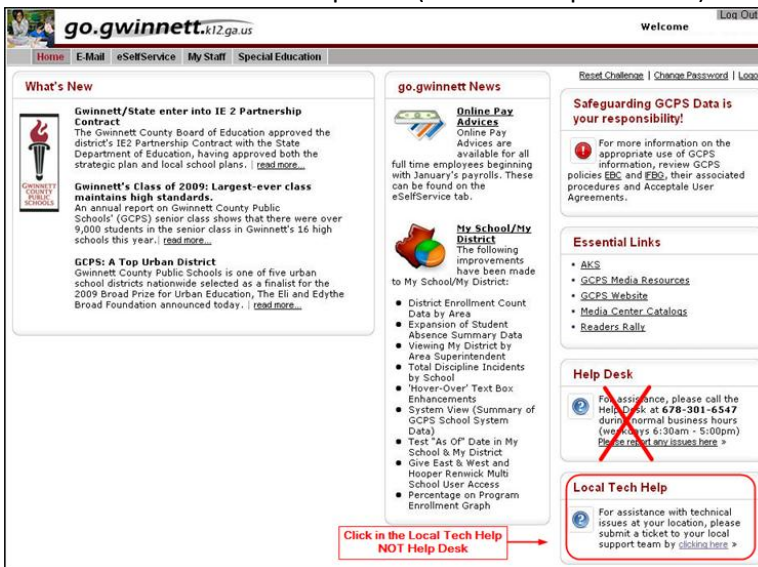
Use **only this method** to contact the school's technology team (Michael Ladd or Gail Lanier) for hardware or software assistance.

Steps for creating a TSR:

1. Log into the GCPS Portal (<http://go.gwinnett.k12.ga.us>)



2. Click on the "Local Tech Help" link (NOT the Help Desk link).



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- Name/Employee ID and Email will automatically populate.  
Teachers and staff must enter **Room #** and **Description** (please be as detailed as possible).
- Click Submit.


An asterisk (\*) indicates a required field.

*Name:	<input type="text" value="Susie Creamcheese"/>	these three fields are automatically entered by the system.
*Employee ID:	<input type="text" value="E201012345"/>	
*E-mail:	<input type="text" value="Susie_Creamcheese@gwinnett.k12"/>	
Phone #:	<input type="text"/>	
*Room #:	<input type="text"/>	fill in Room # and Description (be as specific as possible).
*Description:	<input type="text"/>	

When you click the "Submit" button this window will close and a message will be sent to your local support team. Also, for your records a confirmation message will be sent to the email address you provided above.

- Teachers/staff will receive an email confirmation of their submission.

New Memo Reply Reply To All Forward Delete Follow Up Folder Copy Into New Chat Show Tools

 **magic\_notification@gwinnett.k12.ga.us** To: Susie\_Creamcheese@Gwinnett.k12.ga.us  
07/27/2009 11:37 AM cc:   
bcc:   
Subject: IMD Support Notification: Incident #481661 has been created for you.

Incident #481661 has been opened and assigned to your local Technical Support Team.

Incident Details:  
Open Date & Time: 7/27/2009 11:36:49 AM.  
Location: Instructional Support Center

Name: Susie Creamcheese Employee ID: \*E201012345 \*Room: 2.2456 Phone: Message: The laptop in my room will not connect to the network. I have checked connections, please help!

At this point, teachers are finished.

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