



# Information Technology & Support Services *Help Desk Guide*



**ALL problems with district hardware and software MUST be reported to the Help Desk without exception for resolution**

## WHEN EXPERIENCING A PROBLEM...

**CALL: (908) 731-4200 Ext. 5555**

*Callers may encounter a delay in response time between 8:30 - 10:30 a.m. and 1:30 - 2:30 p.m.*

**OR**

**Send Email To:**

**helpdesk@plainfield.k12.nj.us**

**OR**

**Fax A Completed**

**Manual Work Order Form To:**

**(908) 731- 4366**

**During Help Desk  
Hours Of Operation**

**7:30 a.m. – 4:00 p.m.  
Monday through Friday**

## WHEN CALLING or SENDING E-MAIL TO THE HELP DESK...

- Please provide your name, department, building, room number, and extension.
- Identify the equipment you are using by make, model and asset tag number
- Indicate which system or application you are encountering a problem with (e.g., Word, Outlook, Fusion, the Internet etc.).
- State any error messages word-for-word

## HELP DESK SERVICES

- **Serves as a central point of contact to report and track district hardware and software issues and resolutions**
- Monitors connectivity and functionality of systems and networks
- Broadcasts information about interruptions to and restoration of connectivity and functionality of systems and networks
- Distributes the required forms for new accounts, relocation, etc. (Forms also available on the district website: [www.plainfieldnj12.org](http://www.plainfieldnj12.org) under PPS STAFF on the ITSS Help Desk link.)
- Creates work orders as needed to address user issues
- Strives to maintain a high level of customer satisfaction district wide  
and more...