

Using Help Box

1. Login to the computer with your district login and password
2. Go to the district web site. The address is www.pvUSD.net. Add this site to your favorites if it is not already there.
3. Click on the tech support button in the bottom left corner of the web page.

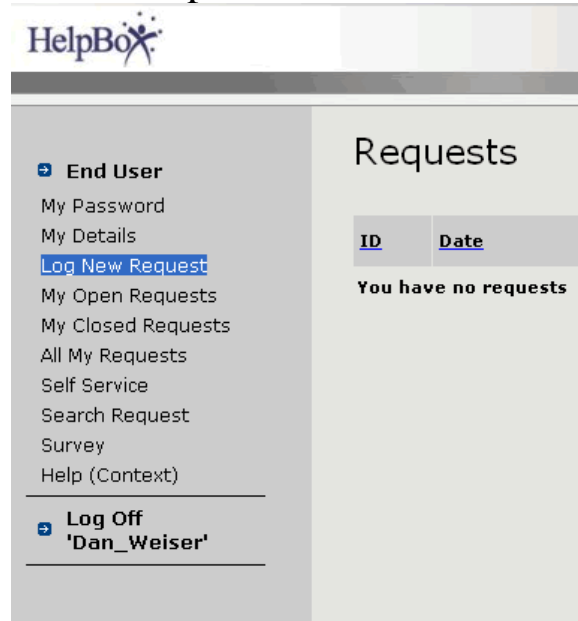


4. Some operating systems will log you in automatically. If it doesn't login automatically, a login box will appear where you will type your **full e-mail address** and district password. The login needs to have your first_last and pvUSD.net if you get a 2 section login like the one on the left.

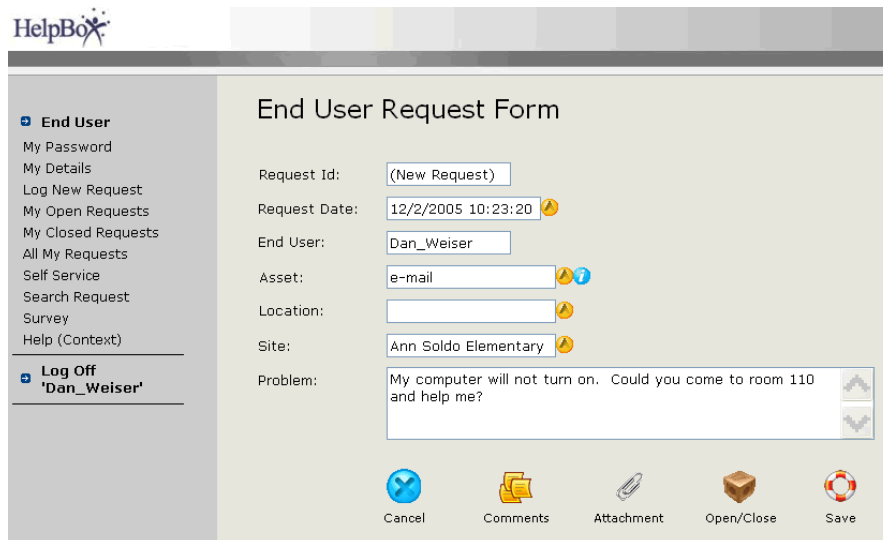


If you get a 3 section login like the one on the right, you need to enter your district login without the @pvUSD.net then your password and in the last box marked "Domain" enter pvUSD. If you are told that your password is incorrect, try to login again using your district login but without entering a password.

5. The Help Box web site will open. Now click on the “Log new request” link in the left hand list of options.



6. Type your tech support need in the “Problem:” box. Please make sure to type the location of the computer especially if there is more than one in the room.



7. Finally click the “Save” button in the bottom right corner.



That’s all there is to it. A district tech will receive an e-mail alerting him or her to the problem. They will respond to your request as soon as possible. Once the problem is resolved they will close the request. You will automatically receive an e-mail telling you that the problem has been handled.