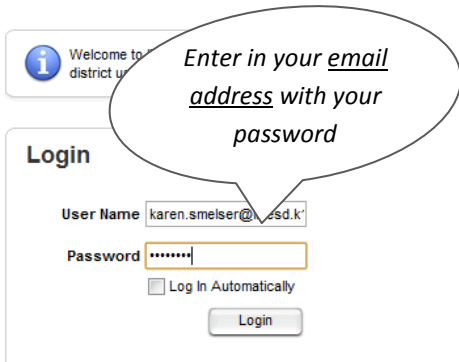


**June 10th** - - Announcing a new, easier to use Help Desk

<http://helpdesk.imesd.org/>

*IMESD is the new UMESD name*

Submit your support request quickly either online or simply by e-mail. Log in to the online link using your school district's email address, such as [jane.smith@imesd.k12.or.us](mailto:jane.smith@imesd.k12.or.us) with your password, your information is already in the system. A simplified form completed in four quick steps - local technicians are automatically notified of your request.



Submit help desk requests online at

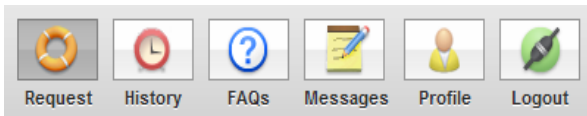
<http://helpdesk.imesd.org/>



Or send in the request by e-mail (details below)

Check your e-mail for ticket confirmation, it will include a copy of the request; any time the ticket is updated you'll be notified by e-mail.

Attach a print screen or file by selecting "Add File".



Icons provide easy access to new requests; review your tickets; browse FAQs (frequently asked questions); read messages specific to your district; profile info and the Logout button.

**E-mail your request** - use the addresses below for the type of support needed. Add the general issue in the subject line and details in the body of the e-mail. The system does the rest and you'll receive a ticket confirmation shortly after submission.

General technical support:  
Phone (or telecom) support:  
Printer support:

[helpdesk.it@imesd.k12.or.us](mailto:helpdesk.it@imesd.k12.or.us)  
[helpdesk.phone@imesd.k12.or.us](mailto:helpdesk.phone@imesd.k12.or.us)  
[helpdesk.printer@imesd.k12.or.us](mailto:helpdesk.printer@imesd.k12.or.us)

