

## Helpdesks

### **New: Technology Phone Help**

**From an Avaya school phone, call 2341.**

**Any other phone, call (502) 350-2340.**

### Ticketing System

You can submit three kinds of Trouble Tickets with the Spiceworks ticketing system.

- To submit a Trouble Ticket for a **technology** issue, send an email to [helpdesk@nelson.kyschools.us](mailto:helpdesk@nelson.kyschools.us).
- To submit a Trouble Ticket for a **maintenance** issue, send an email to [maintenance@nelson.kyschools.us](mailto:maintenance@nelson.kyschools.us).
- To submit a Trouble Ticket for a problem with **Infinite Campus**, send an email to [IC@nelson.kyschools.us](mailto:IC@nelson.kyschools.us).

**You must send your trouble ticket from a Nelson County Schools email address.**

Your email must include the following:

1. Subject line  
Include a short summary of the problem you are experiencing.
2. Body of the message
  - A. Your building, room number, and phone extension.
  - B. Describe the issue, as well as any troubleshooting techniques you used to try and resolve the issue yourself, i.e., rebooting, etc.

### **Example:**

To: [helpdesk@nelson.kyschools.us](mailto:helpdesk@nelson.kyschools.us)

Subject: Printing issue

I cannot print to the printer in room 302. I have tried rebooting my computer and the STC has tried reinstalling the printer. The issue keeps occurring. I am in room 311 at OKHM and my phone extension is 2345.

You will receive a confirmation email that lets you know that we have received the ticket. If you wish to update a trouble ticket, simply reply to the email you received from the helpdesk.

Thank you for your time.

The Tech Team