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.
- To submit a Trouble Ticket for a maintenance issue, send an email to maintenance@nelson.kyschools.us.
- To submit a Trouble Ticket for a problem with Infinite Campus, send an email to 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

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