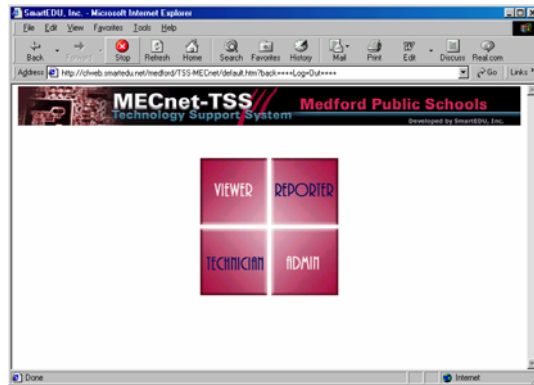


Using the Medford Public Schools Help Desk System

1. Log on to the Medford Help Desk through the Medford Schools Internet web site (www.medford.k12.ma.us).
2. The link is located in the middle of the page under [Technology Help Desk](#).
3. After you click on the link Report a Tech Concern or problem, the following screen should appear:



4. Click on Reporter.
5. You will be prompted to enter a password. Type the password **reporter**.
6. You will be prompted to enter a hardware number. If you cannot access the hardware (serial) number click on Continue. If you can obtain the serial number for the computer, printer or projector that is having the problem please enter it.
 - Even if it is a keyboard, mouse or monitor problem, enter the serial number of the computer system.
 - On Gateway machines, the serial number is a 10-digit number located on the side of the machine on a white sticker. It can also be found on the back of the machine. It is very helpful to get this number correct because we need the serial number in order to get replacement parts from Gateway.

7. The problem report screen will be displayed:

8. Enter the required information. Be as specific as you can with the problem description. Please enter your full name (ex: Mary Smith) in the User's Name field. Find your school name in the reported list and select it. If you would like a hard copy of your report, select Print from the [File Menu](#) and print out the screen.
9. When you are done, click [Submit Problem](#).
10. You will receive a message saying your form was successfully submitted.
11. You can click on Back to Problem Report Form and click on Log Out.
12. You can exit from the web site.

Other Options:

- If you are reporting that the Internet does not work, call the Medford Schools Technology line at 781-391-6917.