

**How to submit, track and get a *timely* response from the Tech Team!**

IT Direct is an incident report system that we will begin using to document problems that happen in our school. If at any time you need something repaired on one of the computers in your classroom you can go online, fill out an incident report and send it electronically notifying me immediately and eliminating the searching for me. To use this system here are a few easy steps to get you started:

First Click on the shortcut on your computer called TECH TROUBLE TICKETS (or the Trouble Tickets Link on the front page of the LAS webpage in the top right hand corner). This will automatically bring you to the logon for the website.

The first time you enter the system it will walk you through creating a new account.

- Enter your school email address. Click Submit.
- The first time you login it will ask you to enter your last name. Click Submit.
- It will then require you to put your first name in. You do not have to put any phone numbers in, but if you wanted to put a room number in instead this would help me remember all the rooms. Click Submit when you are done with that page

Please verify that you are into the IT Request portion of this program by clicking on the IT Request tab



**Please fill out the required information (Red Checks are required, all other information is optional).**

Enter the password: **password** and hit submit.

Note: To fully create your account you must actually submit a request!

If you have any questions feel free to contact me via email: [pkelley@sau21.org](mailto:pkelley@sau21.org)

**THIS IS THE SAME WEB SITE TO DO MAINTENANCE REQUESTS. FOR THESE CLICK MAINTENANCE TAB**

Thank you!

Patrick Kelley