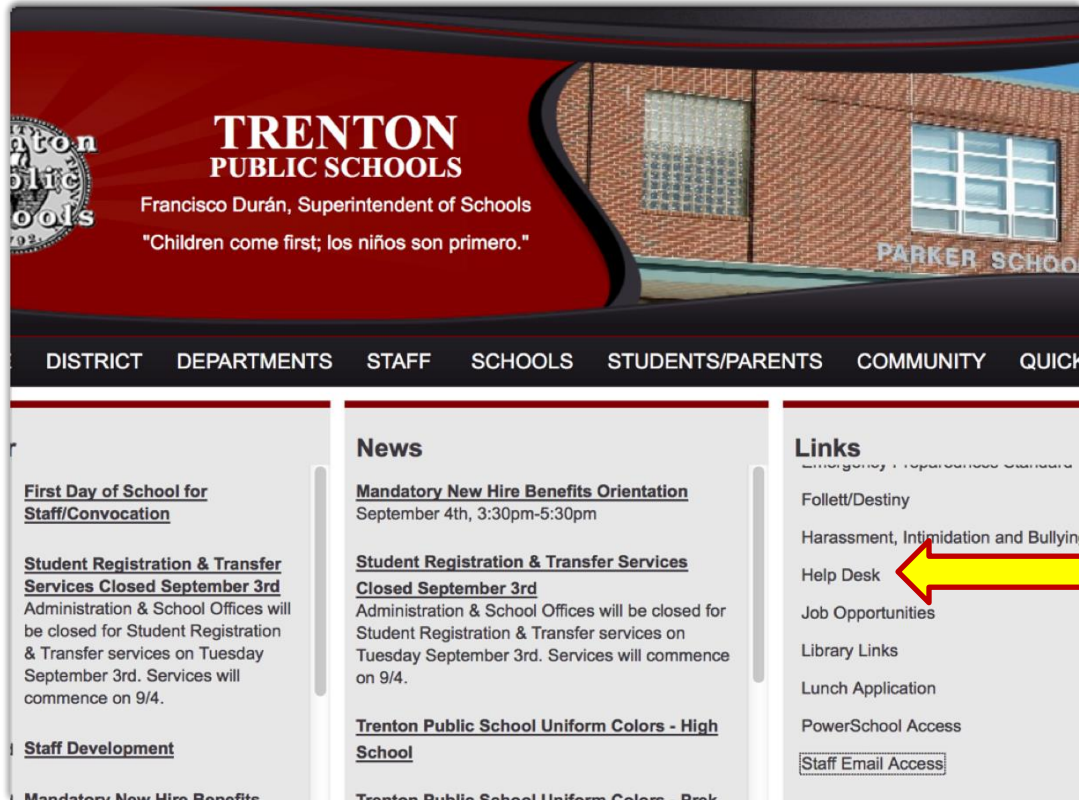**Using Help Desk**
You must have a district email address to submit a ticket. It is also important to note that Help Desk only works at school.

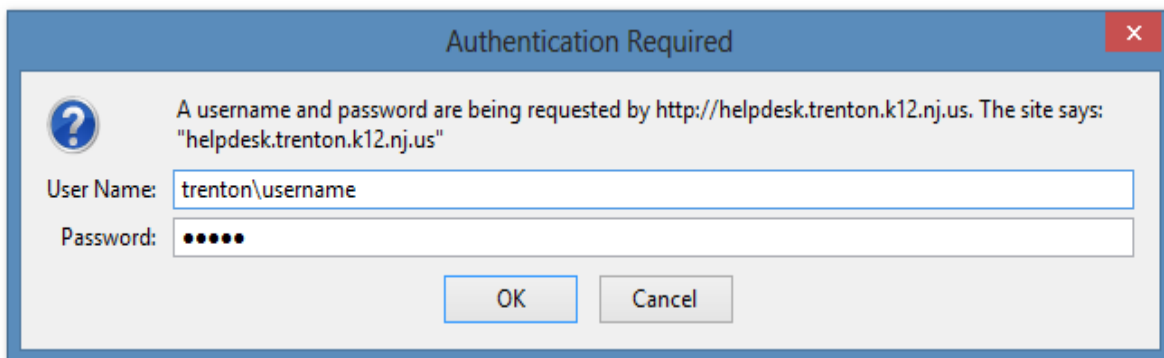1. Go to the district web site at:

www.trenton.k12.nj.us and click on Help Desk (see below).

2. You must sign-in as you do for email.
In the top box: trenton\your user name (the slash is above the enter key on the keyboard)
In the bottom box: your password

3. Select **Submit New Problem** by clicking on it.

User Name: smartin
Most Recent: Printing

Normal User logged in

Trenton Helpdesk

Help Desk

Submit New Problem

View Problem List

| | Open specific ID |

Other

Edit Information

Menu | Log Off

4. Type on your **school email address**. Then fill in information about your problem. Provide a title and a clear description. Don't forget your room number. Then click submit problem.

* - Required

Submit A New Problem

| **Contact Information** | **Problem Classification** |

User Name: smartin

E-Mail: [ ] *

Phone: [ ]

Problem Type: Select Problem Type *

Building: Select Building *

Room#: [ ]

Problem Information:

Title: *
[ ]

Description: *
[ ]

Submit Problem   Clear Form

Menu | Log Off

5. Once you submit the problem you will receive an email similar to the one below notifying you that the technology department has received your help desk problem.

Thank you for submitting your problem to the help desk. You can view or update the problem at:
http://helpdesk.trenton.k12.nj.us/user/view.asp?id=945

PROBLEM DETAILS

Remember
- ☐ The technology department receives many problem submissions and it may take some time to respond to your problem.
- ☐ If you do not hear from them within a few weeks. You may want to submit the problem again.