

Help Desk Instructions

1. Go to www.basd.org
2. Click on Support on bottom left under Quick Links
3. Click on Service Request
4. Login:
 - a. Username is email address
 - b. Password is password
5. Click on New Ticket
6. Click on drop down to the right of *To:
7. Select under Maintenance or Technology the school building you need the work done
8. Similar to an email,
 - a. Type in a subject(should be short): Room #, Teacher Name, work needed
 - i. Ex: Room 101, Smith, Need Cartridge
 - b. In the text, please enter a more descriptive nature to your problem
9. Click on Submit button at bottom of page

You can review your tickets by clicking on the My Tickets

Please change your password under Preferences on the upper right once you are logged in

FAQ are not working yet