East Orange School District
Technical Support HelpDesk

Procedure Manual

715 Park Avenue
East Orange, NJ 07017
973-266-2961
973-266-5637 (fax)
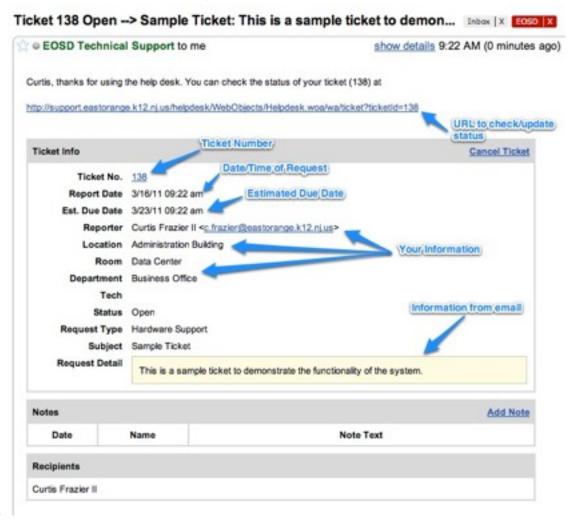Tech Support Hours: 8:00 - 4:00

techsupport@eastorange.k12.nj.us
http://support.eastorange.k12.nj.us

Version 0.3

How to submit a TechSupport request

There are three methods to enter a TechSupport request:

1. If it is an emergency situation, call the helpdesk at 973-266-2961
2. Send an email to: techsupport@eastorange.k12.nj.us
   2.1. The system will create a ticket and send you an email with the ticket information
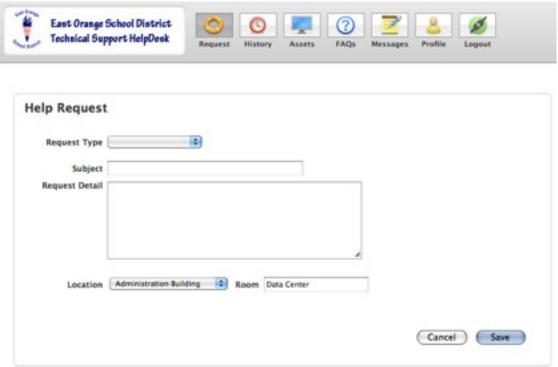

   2.2.

3. Use the web interface:

    3.1. Enter http://support.eastorange.k12.nj.us in your web browser.

    3.2. In the login box enter your email address and password.

3.3. Enter the request details.

3.4. The system will send you an email as in 2.2

Points to remember:
1. This is the official method that we are using to accept requests.
2. Respond only to the ticket. Any other emails will create another request.
3. Due dates are estimates - they may change.