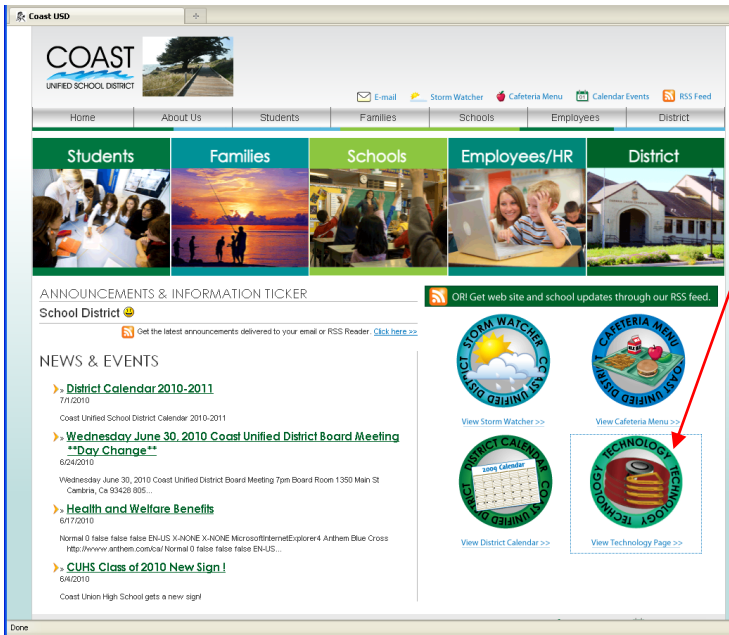
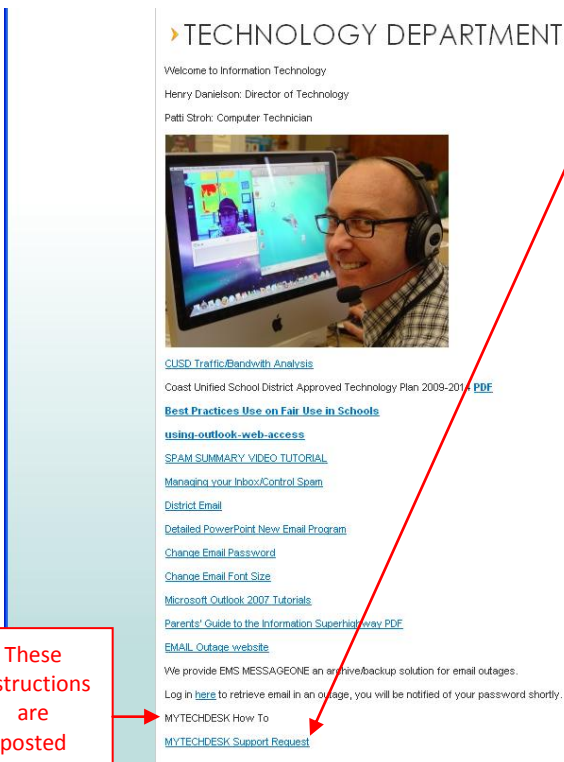


MyTechDesk How To

All requests for technical support must be made through the website. These instructions are posted on the Technology link of the CUSD website (www.coastusd.org). Please follow these steps to submit a request for technical support. From the home page of CUSD website (www.coastusd.org) click on the Technology link.



On the Technology Department page click on the "MYTECHDESK Support Request" link.



These instructions are posted here.

This is the MyTechDesk Login page.

The screenshot shows the MyTechDesk login interface. A callout box on the right contains the following instructions: "Select the 'Requestor' radio button. Groupname: coastusd Username: firstinitiallastname Password: cusd123 Select Login". Red arrows point from these instructions to the corresponding fields on the login form: the "Requestor" radio button, the "Groupname" field (containing "coastusd"), the "Username" field (containing "pstroh"), the "Password" field (containing "cusd123"), and the "Login" button.

From this page you can manage your profile, change your password and create a new support case by clicking on the appropriate links. (Note: The Technology Department does not maintain passwords. If you change your password it is your responsibility to remember it.)

To create a new support case, click on the **New** link.

The screenshot shows the MyTechDesk dashboard. The "New" link in the top navigation bar is highlighted with a red arrow. The dashboard includes a "COAST UNIFIED SCHOOL DISTRICT" logo, a "Tickets" section with a "Submitted Tickets" list (showing "No items submitted"), and links for "Manage Profile" and "Change Password".

Fields highlighted in **yellow** must be completed. Be as specific as possible with the description. Submit.

The screenshot shows the "New Ticket" form. The "Subject", "Category", "Importance", "Due Date", and "Description" fields are highlighted in yellow. The "Subject" field contains "PowerTeacher Individual Student Report". The "Category" dropdown is set to "Powerteacher", "Importance" is "Medium", and "Due Date" is "08/12/2010 08:00:00". The "Description" field contains "I am unable to create an Individual Student Report for Brian Stroh". The "Submit" and "Reset" buttons are at the bottom right.

You will see a confirmation page. Click OK.



Home | List | New | Help **Coast Unified School District's MyTechDesk™** Logout

Ticket added

Ticket number **#1280956423** has been successfully added.

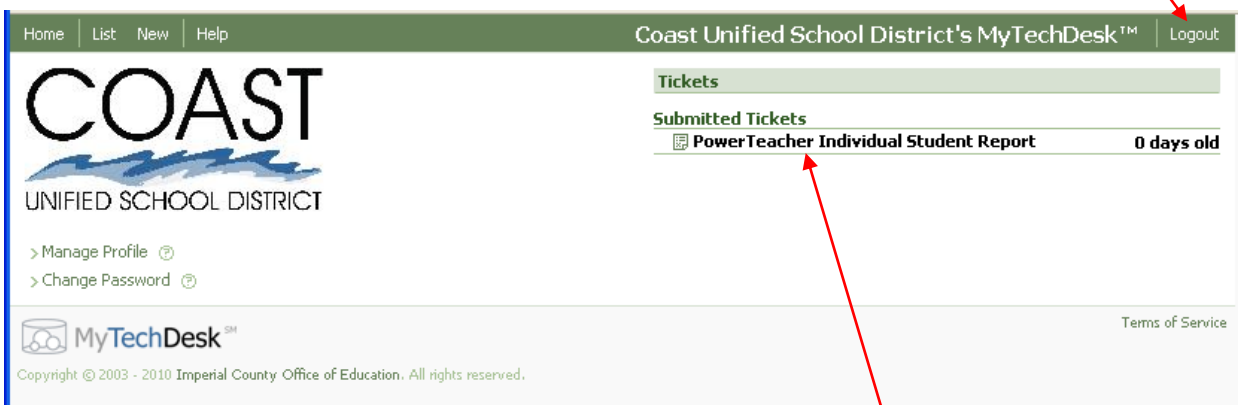
Please save this number for future references.

OK

MyTechDesk™ Terms of Service

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You will now see a list of your submitted tickets. Once your ticket has been added please remember to logout.



Home | List | New | Help **Coast Unified School District's MyTechDesk™** Logout

COAST
UNIFIED SCHOOL DISTRICT


> Manage Profile ⓘ
> Change Password ⓘ

MyTechDesk™ Terms of Service

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Tickets

Submitted Tickets

 PowerTeacher Individual Student Report	0 days old
---	-------------------

To check on the status of a tech support request simply click on the name of the ticket.
You will be contacted by Tech Support if further information is needed to resolve the issue.