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## New Tech Support Request Process

1 message

**Keller, Brett** <kellerbr@tfsd.org>

Wed, Aug 4, 2021 at 10:32 AM

To: Mail - Bickel <mailstaffbi@tfsd.org>, Mail - Bridge Academy <mailstaffba@tfsd.org>, Mail - Harrison <mailstaffha@tfsd.org>, Mail - Lincoln <mailstaffli@tfsd.org>, Mail - Magic Valley High <mailstaffmv@tfsd.org>, Mail - Morningside <mailstaffms@tfsd.org>, Mail - O'Leary <mailstaffol@tfsd.org>, Mail - Oregon Trail <mailstaffot@tfsd.org>, Mail - Perrine <mailstaffpe@tfsd.org>, Mail - Pillar Falls <mailstaffpf@tfsd.org>, Mail - Canyon Ridge High <mailstaffcr@tfsd.org>, Mail - Rock Creek <mailstaffrc@tfsd.org>, Mail - Sawtooth <mailstaffsa@tfsd.org>, Mail - South Hills <mailstaffsh@tfsd.org>, Mail - Twin Falls High <mailstaffth@tfsd.org>, Mail - Robert Stuart <mailstaffrs@tfsd.org>, Linda Maughan <maughanli@tfsd.org>, Martin Shirley <shirleyma@tfsd.org>, Tawnya Bement <bementta@tfsd.org>, Manuel Castaneda <castanedama@tfsd.org>, Jim Ohlensehlen <ohlensehlenji@tfsd.org>, Ryan Bowman <bowmanry@tfsd.org>, Mail - Support Services <mailstaffss@tfsd.org>, Bryce Holt <holtbr@tfsd.org>

Hi Everyone,

The IT department is launching a helpdesk ticketing system to better track and route support requests. Requests for technical support should now be entered at [techsupport.tfsd.org](https://techsupport.tfsd.org). After your request is submitted, you'll be able to communicate back and forth via email with the appropriate technician. The site is extremely easy to use, and you'll have an ongoing record of your current and past support requests. Using this system will help us refine the support process and allocate resources appropriately.

**Tech Support**

**Login to the support portal**

Enter the details below

Your e-mail address

Password

Remember me on this computer

[Forgot your password?](#)

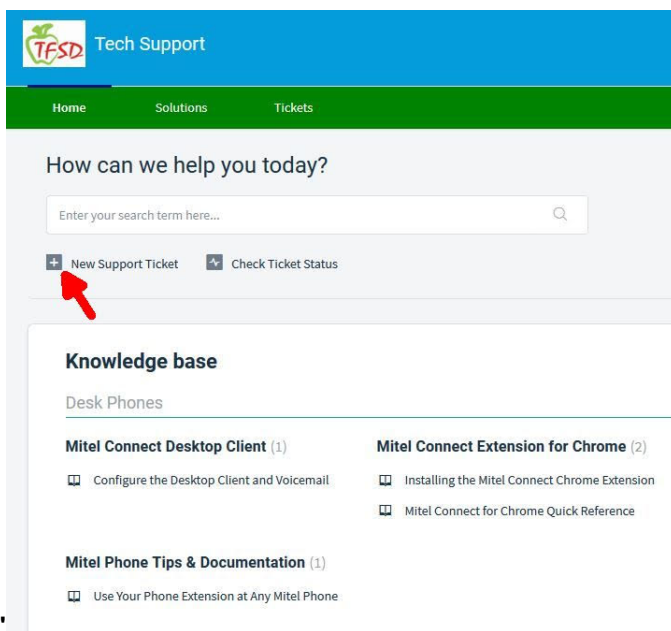
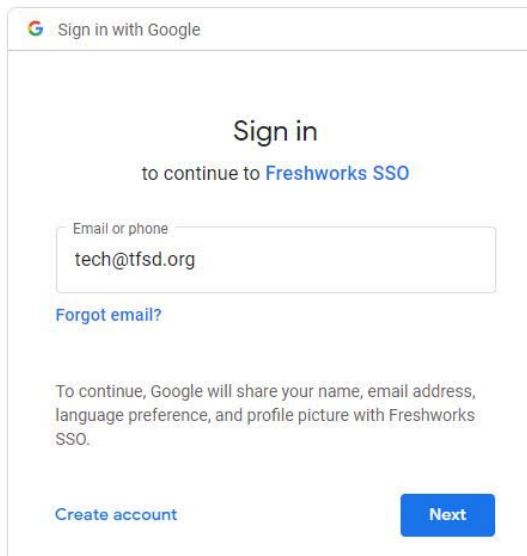
**LOGIN**

**Are you an agent?** [Login here](#)

**Are you a customer?** [Login here](#)

1. Select "Login here" next to the "Are you a customer?" question.

2. Select "Sign in with Google" and choose your @tfsd Google account.



3. Select "New Support Ticket."

Please transition to the new process on your next support request.

Thanks,  
Brett