

## Joliet Public Schools District 86

### Student & Parent Technology Help Desk Support / Servicio de Soporte Tecnológico para Estudiantes y Padres

1. To request technology support, please send an email to [helpdesk@joliet86.org](mailto:helpdesk@joliet86.org)

*Para solicitar soporte tecnológico, por favor envíe un correo electrónico a [helpdesk@joliet86.org](mailto:helpdesk@joliet86.org)*

In the SUBJECT line, please type a short description of the problem.  
*En el ASUNTO, por favor escriba una descripción corta del problema.*

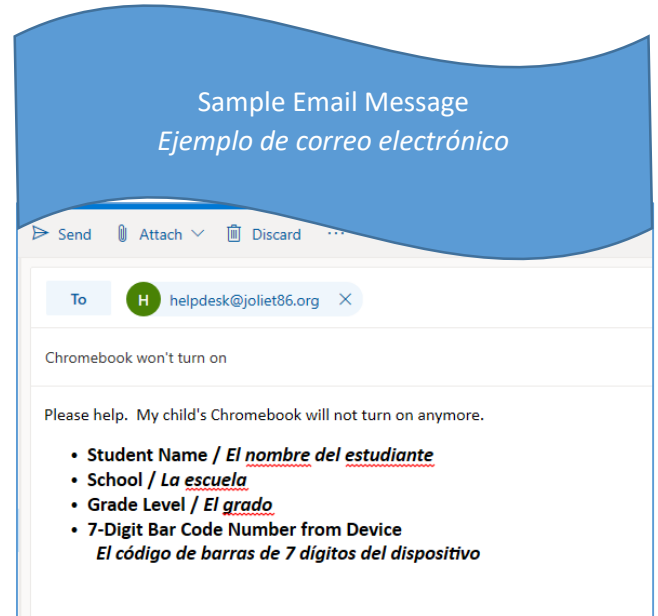
In the BODY of the email, please describe the problem in detail.  
*En el CUERPO del correo electrónico, por favor describa el problema detalladamente.*

Please make sure to also include / *Por favor asegúrese de incluir:*

- Student Name / *El nombre del estudiante*
- School / *La escuela*
- Grade Level / *El grado*
- 7-Digit Bar Code Number from Device  
*El código de barras de 7 dígitos del dispositivo*



Sample Bar Code Number  
*Ejemplo de número del código de barras*



2. You will receive an email confirmation with a ticket number for your reference.

(You may need to check your SPAM/JUNK folders for email messages from [helpdesk@joliet86.org](mailto:helpdesk@joliet86.org))

***Recibirá un correo electrónico de confirmación con un número de ticket para su referencia.***

*(Quizá deba revisar sus carpetas de SPAM/JUNK (correo no deseado) para ver si le ha llegado un correo electrónico de [helpdesk@joliet86.org](mailto:helpdesk@joliet86.org))*

**Ticket 71990 Open --> Chromebook won't turn on: Please help. My chil...**

**helpdesk@joliet86.org**  
Wed 11/18/2020 3:03 PM  
To: You

**JPS District 86 Help Desk**

**Ticket 71990: Chromebook won't turn on**

PLEASE SCROLL DOWN TO SEE THE MESSAGE:

Dear John Armstrong,  
Thank you for submitting a District 86 Technology Help Desk support request.  
We strive to respond to all requests within two school days.  
Please respond to any questions by replying to ticket emails.

[Add Note](#) [Cancel Ticket](#)

On 11/18/20, at 9:03 am, John Armstrong wrote:  
Please help. My child's Chromebook will not turn on anymore.

- \* Student Name / *El nombre del estudiante*
- \* School / *La escuela*
- \* Grade Level / *El grado*
- \* 7-Digit Bar Code Number from Device  
*El código de barras de 7 dígitos del dispositivo*

**Add a Note**  
*Añadir un comentario*

Thank you for using the District 86 Technology Help Desk. Please visit us at [www.joliet86.org](http://www.joliet86.org)

**3. The Technician may respond to the ticket with additional questions.**

*El técnico puede responder al ticket con preguntas adicionales.*

On 11/17/20, at 11:06 am, [REDACTED] wrote:

Good morning,

I'd like to arrange for you to drop off the Chromebook for repair. What day can you bring the Chromebook to the School?

Simply reply to the email to respond to the question, or click "Add a Note".

*Simplemente responda al correo electrónico para responder la pregunta o clique en la opción "Add a Note" (añadir un comentario).*

On 11/17/20, at 11:16 am, John Armstrong wrote:

Thank you. I can bring the Chromebook in for repair this Thursday.

The technician may ask for additional information. The back and forth ticket communication through email can continue as long as necessary to resolve the ticket. Please continue to respond to questions so that we can thoroughly resolve the issue.

*El técnico puede solicitar información adicional. La comunicación entre usted y el técnico a través del correo electrónico puede continuar el tiempo necesario para resolver el ticket. Por favor siga respondiendo a las preguntas para que podamos resolver completamente la incidencia.*

**4. When the ticket is resolved you will receive another email.**

*Cuando el ticket esté resuelto recibirá otro correo electrónico.*



JPS District 86

**Help Desk**

**Ticket 71947: Chromebook doesn't turn on**

PLEASE SCROLL DOWN TO SEE THE MESSAGE:

John, thanks for using the help desk. Your ticket (71947) has been closed.

On 11/17/20, at 11:18 am, John Armstrong wrote:

Chromebook repaired and returned to student.

- A closed ticket can be re-opened by replying to the email message.  
*Un ticket cerrado puede ser reabierto respondiendo al correo electrónico.*
- School Principals are included on ticket communications and status.  
*Los directores de las escuelas están incluidos en las comunicaciones y reciben información sobre el estado de los tickets.*