

## Submit a Technology Request

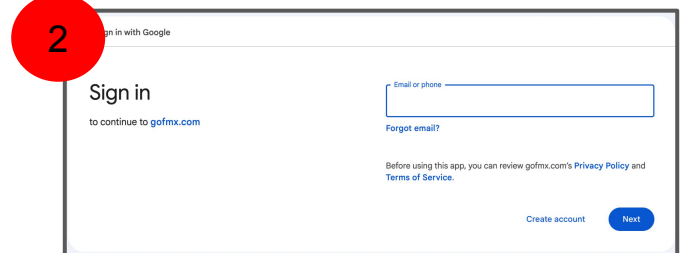
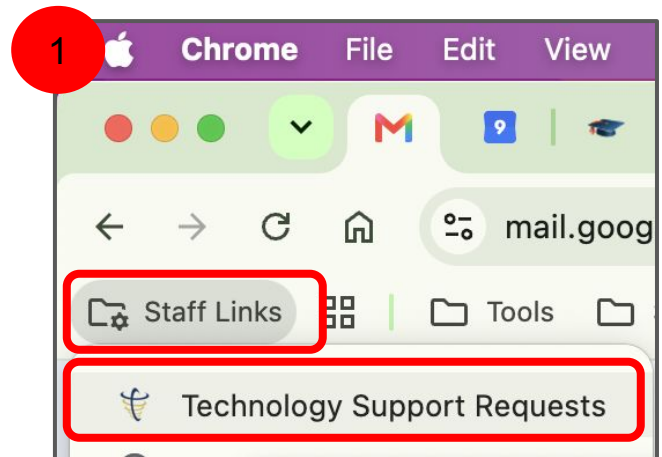
1. Click the [Technology Request](#) link. This can be found under Staff Links in the top left of your Chrome bookmarks bar.
2. Sign in with your TCS email.
3. Complete the form with as much detail as possible.
  - a. The optional *On behalf of field* can be used to submit a request for a coworker.
  - b. The optional *Followers* field can be used to add select coworkers to receive updates.
  - c. There is an option to add files such as screenshots in the *Attachments* section.
4. Click Submit.
  - a. You will receive an email that the request has been submitted and follow up emails on how the issue is being resolved.

### Tips for Success:

- Please avoid calling or emailing the technology department. A Technology Request will generate an email for all parties involved. Requests help the department triage tasks and track common issues and troubleshooting steps.
- Phone calls to the technology department should be reserved for urgent situations (ex: power or internet failure)
- Please do not submit duplicate Technology Requests. This behavior does not make the request an automatic priority.
- If an issue impacts multiple staff members, you are encouraged to submit one ticket for the group and list the impacted members with their locations. You can also ask your principal to submit a ticket on behalf of your team.
- Please understand that if your ticket hasn't been addressed for some time, there may be more urgent requests being attended to such as troubleshooting related to safety and student access.

We appreciate your patience during peak times such as Back to School and Testing season.

TCS Technology Department



A screenshot of the 'Technology Request' form. The form has a title 'Technology Request' and a subtitle 'Requests > New'. It contains several fields: 'Request type' (dropdown), 'Request' (text), 'Building' (dropdown), 'Location' (dropdown), 'On behalf of' (dropdown), 'Equipment' (dropdown), '\* Due' (calendar), 'Followers' (dropdown), '\* Is this request being made on behalf of a student?' (dropdown), and '\* Description' (text area). At the bottom, there is an 'Attachments' section with a file upload button. A red circle with the number '3' is next to the top of the form.