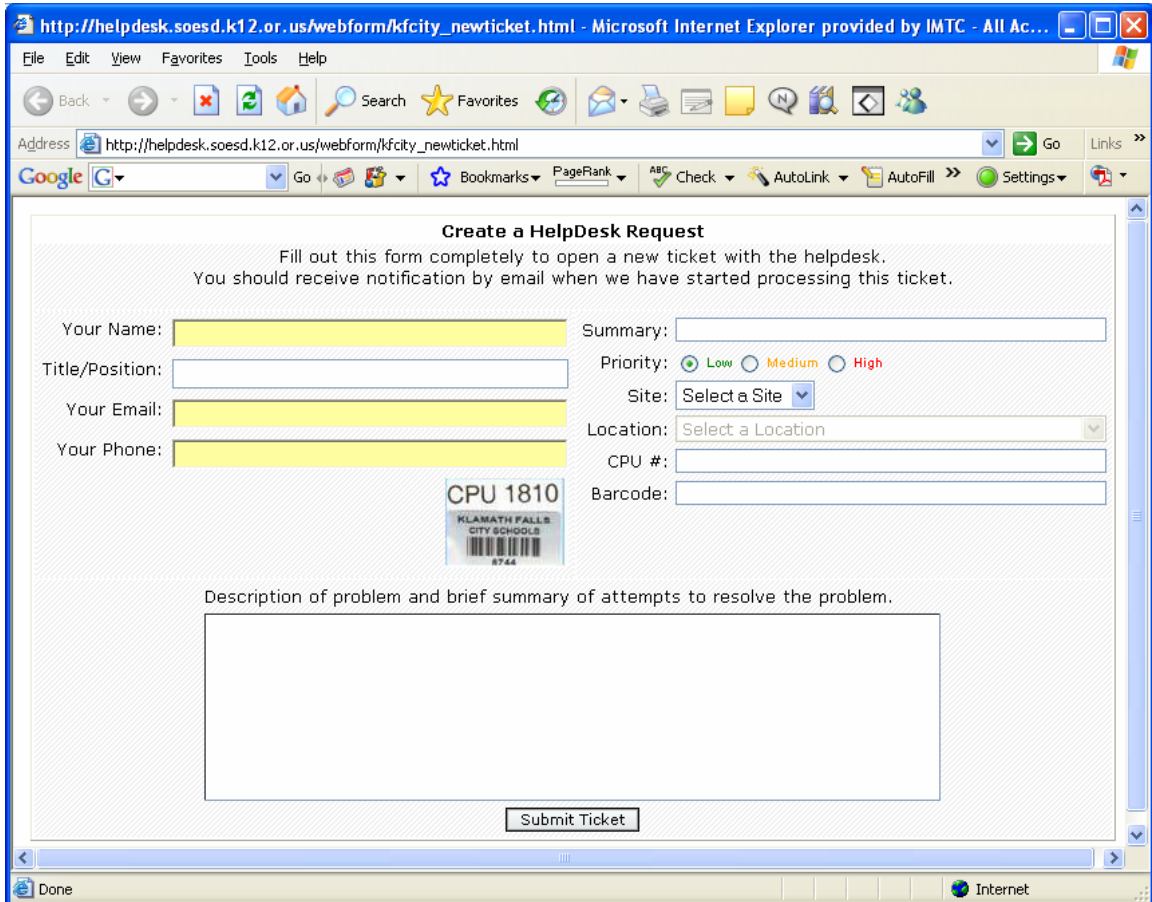


How to Contact the IMTC Help Desk for Assistance with Your Computer

- 1) Submit a Help Desk ticket directly onto the technician's lists, using http://helpdesk.soesd.k12.or.us/webform/kfcity_newticket.html. This link can be found on our District web page or under **Start>KFCS Help>IMTC Help Desk**.



The screenshot shows a Microsoft Internet Explorer browser window displaying the "Create a HelpDesk Request" form. The browser's address bar shows the URL: http://helpdesk.soesd.k12.or.us/webform/kfcity_newticket.html. The form is titled "Create a HelpDesk Request" and includes the following fields and instructions:

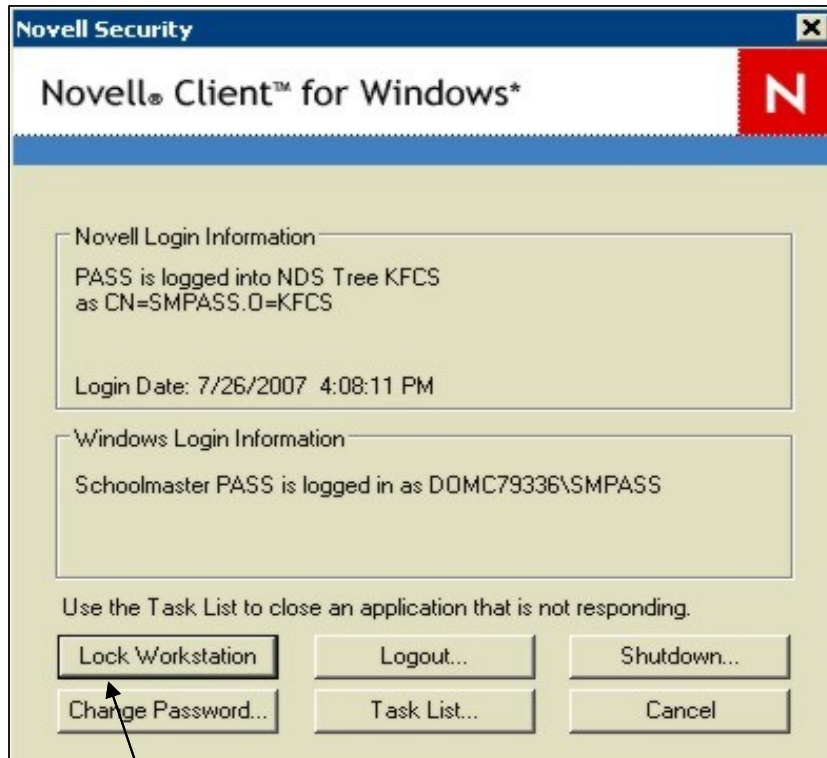
- Instructions: "Fill out this form completely to open a new ticket with the helpdesk. You should receive notification by email when we have started processing this ticket."
- Fields: "Your Name:", "Title/Position:", "Your Email:", "Your Phone:", "Summary:", "Priority:" (with radio buttons for Low, Medium, and High), "Site:" (dropdown menu), "Location:" (dropdown menu), "CPU #:", and "Barcode:".
- Image: A small image of a CPU label with the text "CPU 1810", "KLAMATH FALLS CITY SCHOOLS", and a barcode.
- Text area: "Description of problem and brief summary of attempts to resolve the problem." with a large empty text box below it.
- Submit button: A "Submit Ticket" button at the bottom of the form.

- 2) For immediate assistance call the Help Desk at **885-4284**, or **883-4756**. A technician will be available to help you over the phone school days between the hours of 7:30 AM to 4:00 PM.
- 3) Answers to common questions are available on our self help website. This can be accessed from the District Technology page, or by using **Start>KFCS Help>IMTC Self Help Website**.

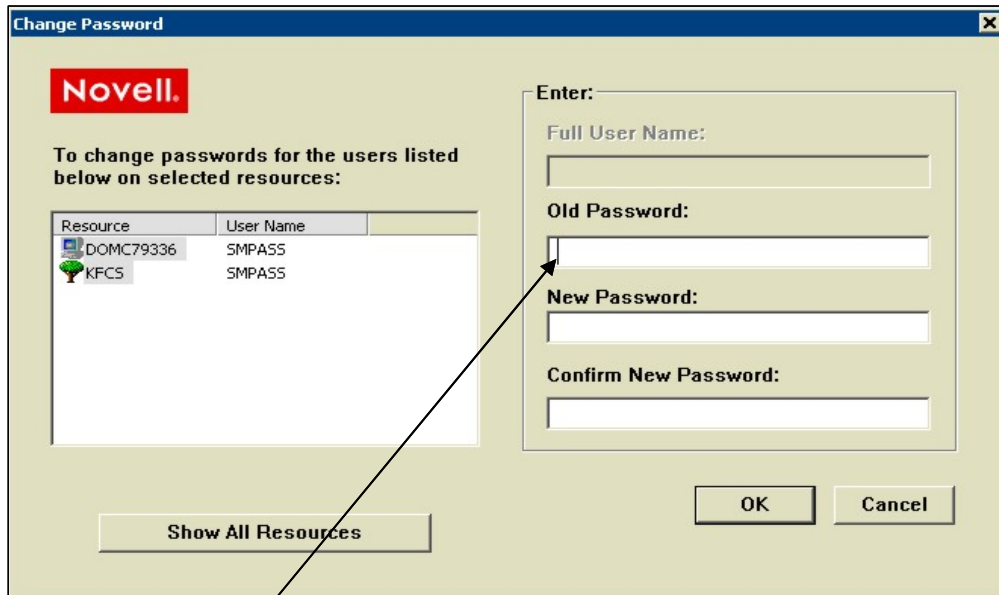
Changing Your Network Passwords

Novell Account

- Upon initial log-in, you will be prompted to change your password
- Follow on screen prompts
- To change your password manually
- Press Ctrl-Alt-Delete at the same time



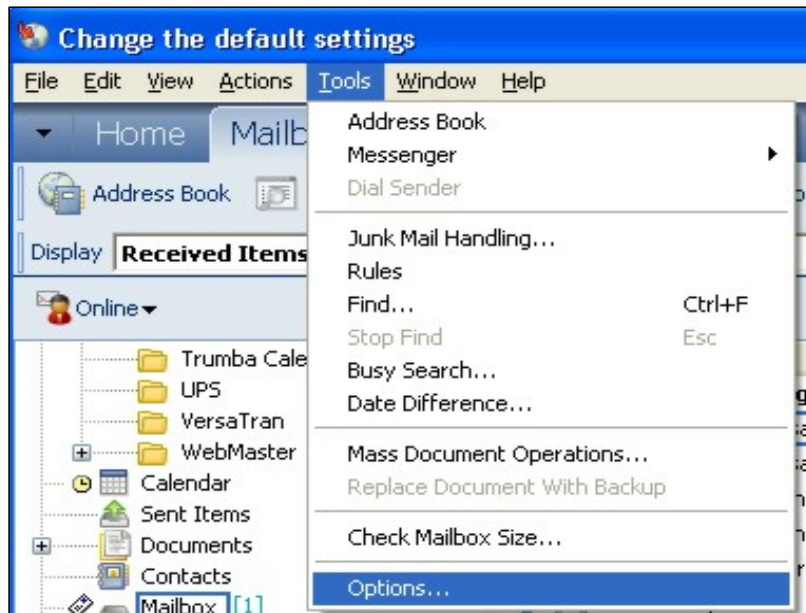
Choose the Change Password button



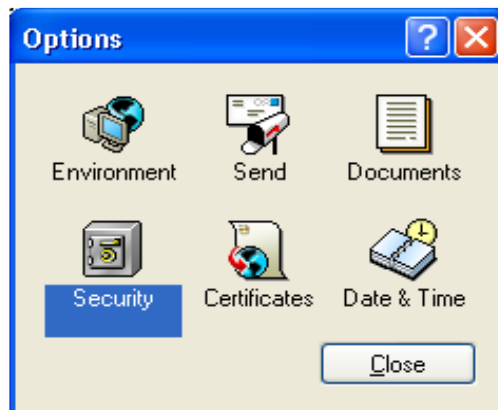
- Type in your old password, then tab to the next field
- Type in your new password (at least 7 characters in length)
- Tab to the third fields
- Retype you new password
- Click OK

GroupWise

- 1 Click on the Tools menu and click on Options



- 2 Double Click on Security



- 3 Type in your Old Password, then tab



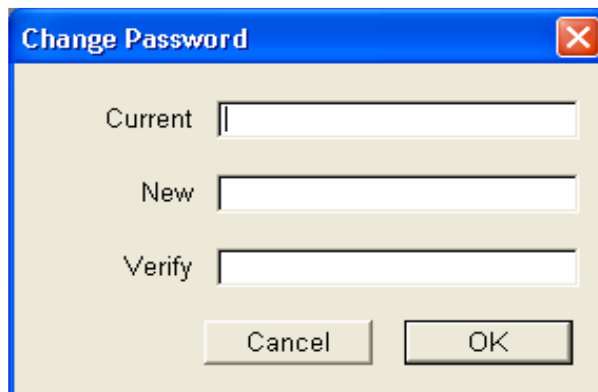
- 4 Type in your New Password, then tab to the third field
 - 5 Re-type your New Password
 - 6 Click OK
-

Schoolmaster

- 1 Click on the Edit menu and click on Change Password



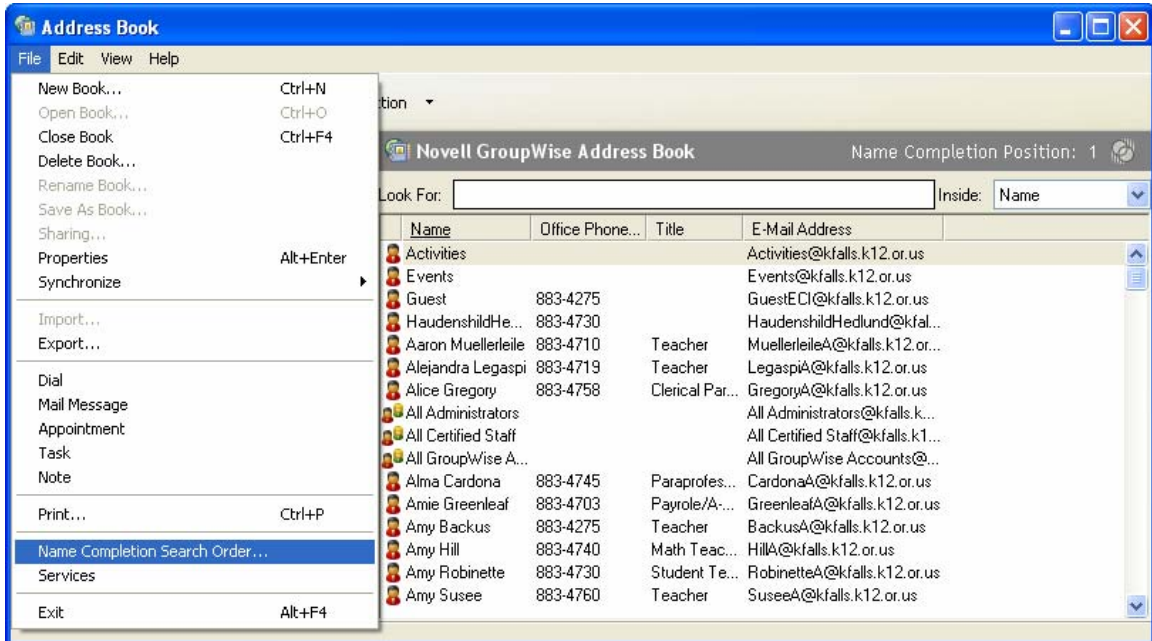
- 2 Type in your Old Password, then tab



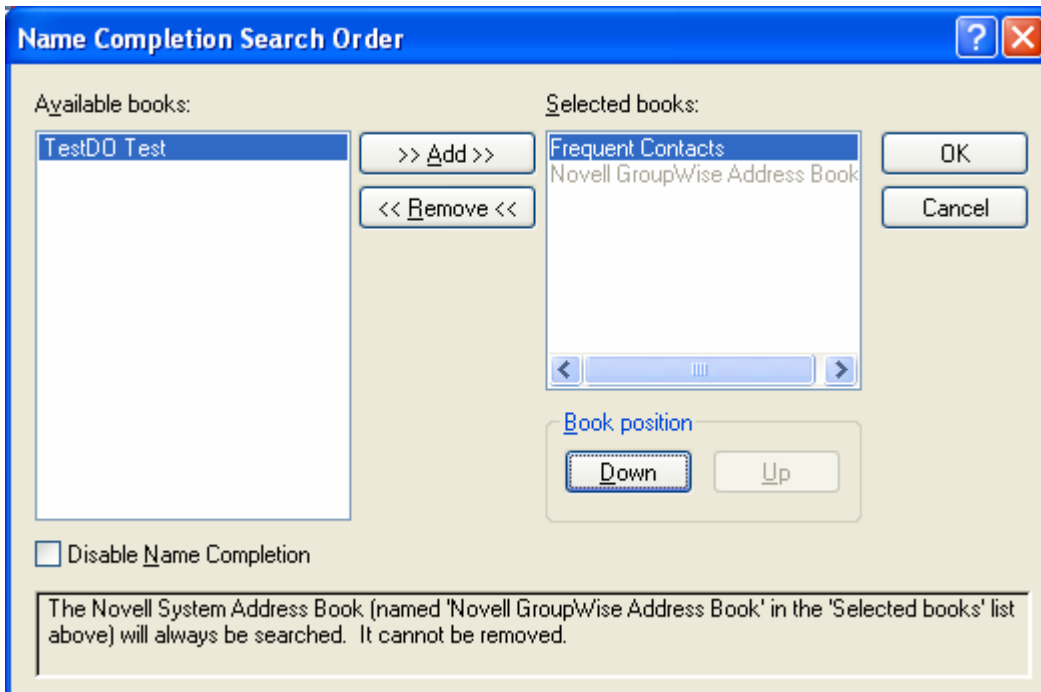
- 3 Type in your New Password, then tab to the third field
 - 4 Re-type your New Password
 - 5 Click OK
-

Change the GroupWise Name Completion Search Order

- 1) Open the Address Book using the **Tools>Address Book** menu.
- 2) Select **“File>Name Completion Search Order...”**



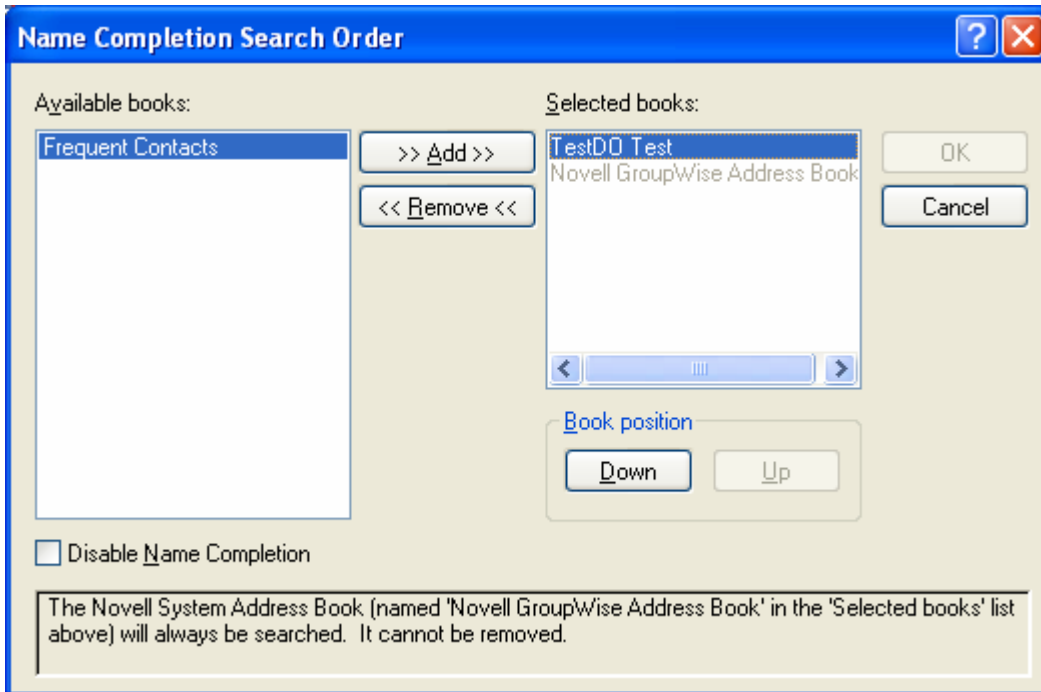
- 3) The Name Completion Search Order dialog box opens. Notice **“Frequent Contacts** on the right side under Selected books:



- 4) Select **“Frequent Contacts”** under Selected books, then click on **“Remove”**

Change the GroupWise Name Completion Search Order

- 5) Select on the address book with your name on it under Available books, then click on “**Add**”
- 6) Select the address book with your name on it, now under Selected books, then click on “**Up**” under Book position.
- 7) Your Name Completion Search Order should now look like this:



- 8) Click “**OK**”
- 9) Close the Address Book
- 10) Close and re-open GroupWise
- 11) Now when you begin typing and email to someone, GroupWise will first search your address book for a match and then the Novell GroupWise Address Book.
- 12) Maintain the address book for contacts you have outside the district.