

IT Department Help Request Guidelines

- All requests for IT help should be made to helpdesk@nucps.net, unless the request requires IT approval or purchase. Sending an email to this address will immediately cause all IT staff personal cell phones to sound a notification tone – Typically the response time is 1 to 15 minutes. Sending an email to a particular IT staff member is discouraged, as the help request can be lost quickly. IT staff personal phone numbers should not be called, nor should anyone send texts to those numbers.
- All Principals have an emergency telephone number for direct communication with the IT department. Using helpdesk@nucps.net is preferred.
- All NCPS technology purchases, hardware, software, and web-based applications must be reviewed and approved by e-mailing bgilbert@nucps.net with the information.
- All requests to unblock/block websites are to be e-mailed to bgilbert@nucps.net.
- Informal help requests are discouraged. While it is possible for an IT staff member to help with a problem, it is most likely the IT person is working on another issue when seen. Interrupting an IT staff member while performing a critical task will affect other people! The IT staff will ask the requester to send an e-mail to helpdesk@nucps.net.
- The IT department does not supply Audio/Visual equipment. We do not have laptops, projectors, tablets, or presenters available to check out. Each school library should stock such equipment as needed for the Librarian/Media Specialist to provide.
- The IT department does not maintain or service printers or copiers. Each school is responsible for providing supplies through the Media Specialist in the library or through the school supply clerk. Printers and copiers are maintained by the users, and users should be trained to clear jams. If a printer/copier fails on the network, a request can be made to helpdesk@nucps.net after ensuring the machine is not jammed, and that restarting the machine does not solve the problem. If a copier is showing an error message, the user should call the main office to have a service request put in.
- The IT department does not maintain or install telephones. Each main office is responsible for their phone system, and will call for maintenance.
- No one but an NCPS IT staff member should troubleshoot or repair NCPS technology for others.