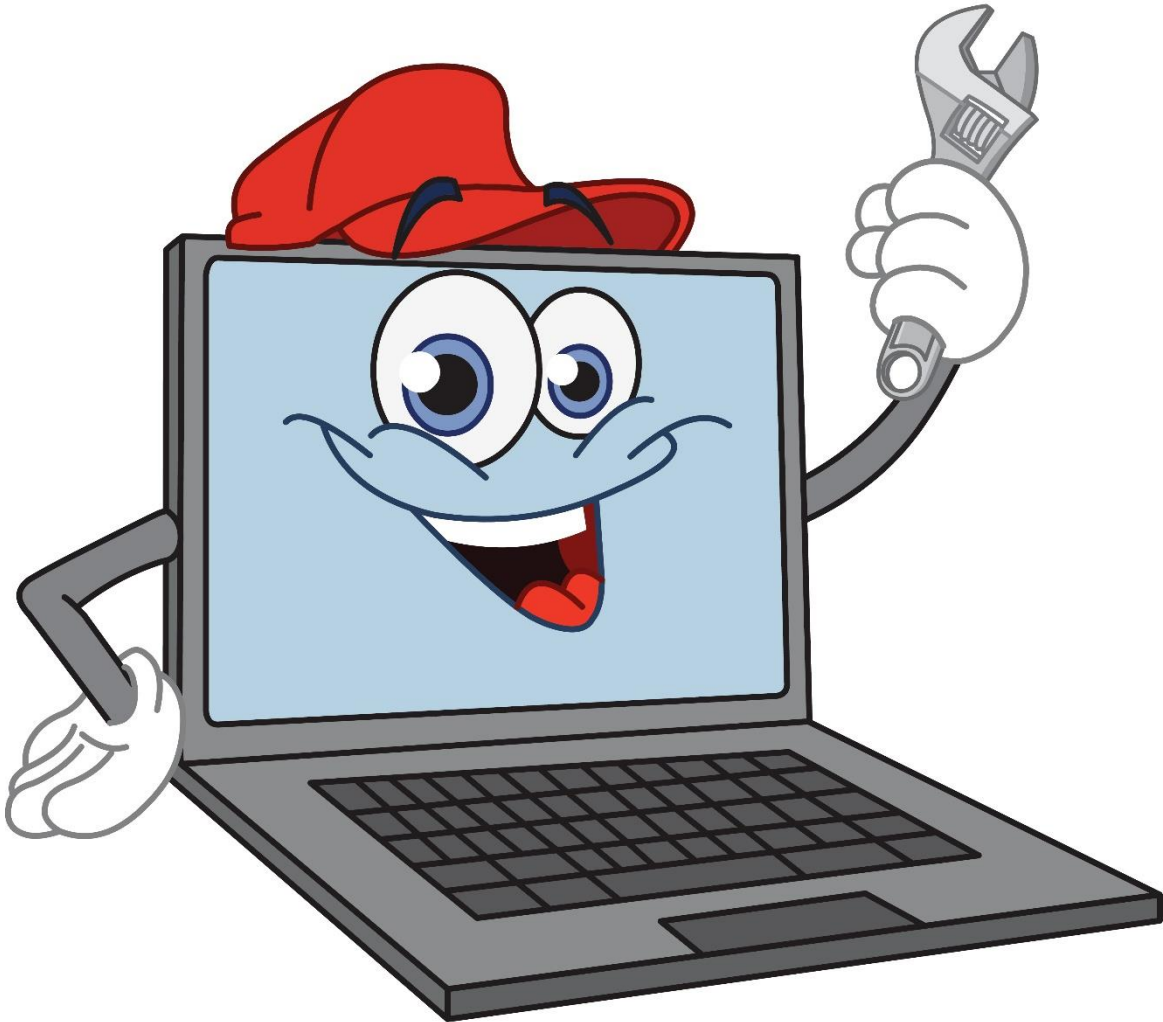


# Submitting an IT request



Freedom Park Technology Specialist  
Darryl Craig  
(706) 826-5218

# Step 1

Click Staff & Departments

The screenshot shows the website for the Richmond County School System. At the top, a red banner contains the text: "The Richmond County School System will return to school **Thursday, September 14, 2017** at regularly scheduled times." Below this is a yellow navigation bar with the text "OUR SCHOOLS" and "TRANSLATE" on the left, and "Sign In | Register" on the right. The main navigation menu is a blue bar with the following items: "About Us", "Staff & Departments", "Students", "Parents", "News & Events", "Community", and "Employment". The "Staff & Departments" link is circled in red, and a red arrow points from the text "Click Staff & Departments" to it. The background of the page features a photograph of a trumpet player in a blue and red uniform. In the bottom left corner, there is a white box with the text "SEPT. 11-16 | NATIONAL ARTS IN EDUCATION WEEK". On the right side of the page, there is a vertical sidebar with several icons: a magnifying glass, a calendar, a hand holding a pencil, "IC", a printer, a calendar, and an envelope.

## Step 2

https://www.rcboe.org/site/Default.aspx?PageType=1&SiteID=4&ChannelID=69&DirectoryType=6

OUR SCHOOLS > TRANSLATE Sign In | Register

Richmond County School System

About Us Staff & Departments Students Parents News & Events Community Employment

### Staff & Departments Directory

A B C D G H I M O P R S T

<b>A</b> <ul style="list-style-type: none"><li>Accountability</li><li>Assessment &amp; Research</li><li>Assistant Superintendent - Area 1</li><li>Assistant Superintendent - Area 2</li><li>Assistant Superintendent - Area 3</li><li><u>Associate Superintendent of Curriculum &amp; Instruction and Technology</u></li><li>Athletics</li></ul>	<b>G</b> <ul style="list-style-type: none"><li>Georgia Learning Resources System (GLRS)</li></ul> <b>H</b> <ul style="list-style-type: none"><li>Human Resources</li></ul> <b>I</b> <ul style="list-style-type: none"><li><b>Information Technology</b></li><li>Instructional Inventory</li><li>Intermediate Literacy and Math Center</li><li>Internal Auditing</li></ul>	<ul style="list-style-type: none"><li>Purchasing &amp; Inventory Control</li></ul> <b>R</b> <ul style="list-style-type: none"><li>Reaching Potential Through Manufacturing (RPM)</li></ul> <b>S</b> <ul style="list-style-type: none"><li>Sand Hills</li><li>School Climate</li><li>School Counseling</li><li>School Nutrition</li><li>School Safety &amp; Security</li><li>Special Education</li><li>Student Services</li><li>Superintendent of Schools</li><li>System and School Effectiveness</li></ul>
<b>B</b> <ul style="list-style-type: none"><li>Board of Education</li><li>Budget &amp; Finance</li><li>Business Office and Bids</li></ul>	<b>M</b> <ul style="list-style-type: none"><li>Magnet</li><li>Maintenance &amp; Facilities</li></ul>	
<b>C</b>	<b>O</b>	

Select Information Technology

# Step 3

Richmond County School System

OUR SCHOOLS TRANSLATE Sign In | Register

About Us Staff & Departments Students Parents News & Events Community Employment

Home > Staff & Departments > Welcome

### Information Technology

- Welcome
- Department Directory
- Instructional Technology And State Reporting
- Step-by-Step Guides & Helpful Hints
- Links - (Click to expand)**
- Office 365 - Home
- Affordable Internet at Home

### Information Technology

### Contacts

James Lunsford  
Director of Information Technology

**CONTACT US**

Lisa Holmes  
Administrative Assistant

### Mission

Richmond County School System Technology Department's mission is to enhance the learning experience through an infusion of technology into the instructional process to promote lifelong learners and productive citizens in the 21st Century.

The role of technology in this mission is to provide quality programs and activities along with support and services to RCSS for the purposes of improving student learning, enhancing instructional and administrative effectiveness. Students will be prepared for the future through the instructional use of interactive computer-based technologies and Internet resources.

Click Links

# Step 4

https://www.rcboe.org/Page/11212

OUR SCHOOLS > TRANSLATE Sign In | Register

About Us Staff & Departments Students Parents News & Events Community Employment

> Home > Staff & Departments > Links - (Click to expand)

**Information Technology**

- > Welcome
- + Department Directory
- > Instructional Technology And State Reporting
- > Step-by-Step Guides & Helpful Hints

Links - (Click to expand)

- > BYOT
- > VOIP - ShoreTel Systems
- > iPads
- > Hardware Software Procedures
- > Edmodo
- > Online Registration Documentation

Manages, processes and supports the following technology systems:

- o **Tech Request Online Request Form**
- o IFAS (General Ledger, Payroll, HR, Purchasing, Inventory, Budget)
- o Infinite Campus (Student Information System)
- o Georgia Portal (MyGaDOE) Security Management
- o Discovery Education
- o Edmodo
- o Hardware and Software Purchasing Procedures
- o iPad
- o Mobile Devices
- o Moodle
- o RCBOE Procedures for Donated Computers, Computer Upgrades, and Computer Repair
- o Web Filtering

Select tech Request Online Request Form

# Step 5

Richmond County School System


Got a problem? [Email us](#)

**Current SchoolDude User? Login Here!**

Email  Password

[Forgot Password?](#)

**Never Submitted a SchoolDude Request? Register Here! ▼**

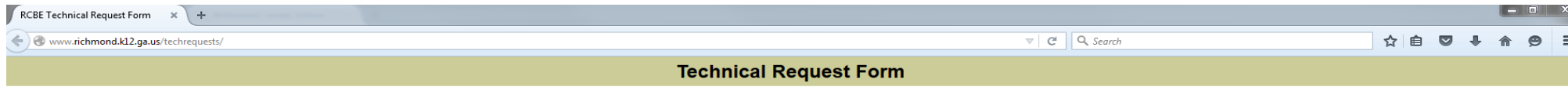
Powered by: 

[Join the SchoolDude Community Forum discussions](#) | [Check out the Crisis Management App](#) | [Learn the Value of CMMS Software](#)  
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CID:10.200.14.12  
SID:LGNWE  
CUA:Firefox

Please register  
For your initial use

# Final Step



In an effort to streamline the process of requesting technical assistance, we have created this form. Please fill-out all areas to the best of your knowledge so that we may better assist you. Media Specialists, school administrators, and departments may submit technical requests via this form, email, or phone.

**Technical requests from schools must be submitted by the Media Specialist. Requests submitted by teachers will be sent back to the school's Media Specialist to be processed thereby delaying the request.**

Thank you,  
Rich Muller  
[VulleR@boe\\_richmond.k12.ga.us](mailto:VulleR@boe_richmond.k12.ga.us)  
(706) 826-1103

Fields in boldface type are required.

<b>Full Name</b>	
<b>Email Address</b>	@boe.richmond.k12.ga.us <small>If RCBE email, click in front of the @ symbol &amp; type username. If not, delete and enter email address.</small>
<b>School/Department</b>	----- Location -----
<b>Room Number/Location</b>	
<b>School/Department Code</b>	
<b>Type of Computer/Operating System</b>	----- Computer Type -----
<b>Equipment Manufacturer</b>	
<b>Model Number</b>	
<b>Serial Number or Service Tag (Dell)</b>	
<b>Printer Make/Model (if applicable)</b>	
<b>Is this a New or Existing Problem?</b>	<input checked="" type="radio"/> New <input type="radio"/> Existing
<b>Problem Type</b>	--Select Problem--
<b>Item Under Warranty</b>	<input type="radio"/> Yes <input type="radio"/> No
<b>Is this a Special Education computer?</b>	<input type="radio"/> No <input type="radio"/> Yes
<b>Is this a Title I computer?</b>	<input type="radio"/> No <input type="radio"/> Yes
<b>Type of Assistance Requested</b>	<input type="radio"/> Technical <input type="radio"/> Instructional <input checked="" type="radio"/> Programming
<b>Brief Explanation of Problem/Request</b>	
<b>Additional Comments</b>	

Submit

When filling out tech request form please ensure you put the correct **classroom number** the **teacher's Name** and the **Service Tag or Serial number**. Please remember the submittal password is **RCSS** all caps