

# IT and Facilities Combined Help Desk System

Both facilities and IT will now be using the existing helpdesk ticketing system.

## #1- Email

IT Requests- Send an email message to [helpdesk@polson.k12.mt.us](mailto:helpdesk@polson.k12.mt.us)

Facilities Requests-

- PHS- [phs-facility-help@polson.k12.mt.us](mailto:phs-facility-help@polson.k12.mt.us)
- PMS- [pms-facility-help@polson.k12.mt.us](mailto:pms-facility-help@polson.k12.mt.us)
- Linderman- [lind-facility-help@polson.k12.mt.us](mailto:lind-facility-help@polson.k12.mt.us)
- Cherry Valley- [cv-facility-help@polson.k12.mt.us](mailto:cv-facility-help@polson.k12.mt.us)
- District- [dist-facility-help@polson.k12.mt.us](mailto:dist-facility-help@polson.k12.mt.us)

*\*All of these addresses are in the email directory, start typing them into the "To:" field and they will pop up.*

## #2- Helpdesk Portal

Using a web browser go to <http://helpdesk.polson.k12.mt.us> (there is also a link on the district homepage)

Select "New Support Ticket", and then submit the following form into the system.

### Submit a ticket

Requester \*

Subject \*

Type \*  Select your school here

Group \*  Select IT or Maintenance

Description \* 

**B I U**

Give all the necessary details we will need to fix the problem.

[+ Attach a file](#) You can attach a file here if you think it will be helpful in solving the problem.