

Elgin Independent School District

Helpdesk

Employees can request help with their technology related issues by submitting a work order to the Technology department through the [Helpdesk](#).

How to: Submit a Technology Work Order

1. Email work orders to helpdesk@elginisd.net
2. The email subject line should briefly list your campus, last name, and generic work order description
3. Include your campus/department and room/office number
4. Describe your work order as specifically as possible
 - ✓ Example: Don't email "I need my password reset" because everything is password protected nowadays. Instead, email "I need my network/email password reset. My user name is"
5. Include a phone/extension where we can reach you at

The screenshot shows an email composition window with the following fields and content:

- To:** Helpdesk
- Subject:** Neidig Elem. - Doe - Reset Password
- Body:**

John Doe
Room 300 at NES

Reset my password to my network/email account. User name is: john.doe.

Thanks.

John Doe
4th Grade Teacher

Neidig Elementary School
13700 County Line Road
Elgin, Texas 78621

Phone (512) 281-9702 ext. 1600

**** Helpdesk is for Technology related work orders ONLY.**

Contact the Technology office for further information/assistance at (512) 281-9860.