



Guide to Technical Support

There are **3** different departments to contact for technical help. Please see below to help you with whom to contact.

Help Desk

- Promethean Board, LCD Projector, Remotes
- Student Devices (netbooks, iPads, androids)
- Student Device Cart
- Apple TV
- Teacher Tablet PC
- Port Replicator/USB Doc
- Document Camera
- Printer

Call the Help Desk for any of the above

619-209-HELP (4357) Press 1 for i21 help, press 3 for iPad

Submit service requests online <https://remedy.sandi.net/remedy>.

Physical Plant Operations (PPO)

- DVD/VCR
- Sound System

Create an online Work Order for A/V or Microphone Problems

Physical Plant Operations: <http://pposervices.sandi.net>

To create a work order: <http://pposervices.sandi.net> - Click on "Work Request" and follow the instructions.
For emergencies only, a call can be placed to the PPO Work Order Desk: **858-627-7250**

School site BSS

- Presentation Table
- Stool

Contact your school site BSS for Presentation Table or Teacher Stool

BSS should contact Physical Plant Operations (PPO) Work Order Desk: **858-627-7250** or <http://pposervices.sandi.net>

Before calling the Help Desk or Creating an Audio Visual Work Order

<ul style="list-style-type: none">• Ask your Digital Teacher Leader (DTL), another teacher, or the site tech for help	<ul style="list-style-type: none">• Visit the i21 Support page: (sandi.net/i21support)
<ul style="list-style-type: none">• Look for a job aid: (safari.sandi.net)	<ul style="list-style-type: none">• Try an Internet search to find the answer

Have the following information on hand when calling the Help Desk

1. Your Contact Information: Your name and Employee ID, school name and room number, and a phone number where you can be reached.	2. Which year installation your room is. 09-10 is Year 1, 10-11 is Year 2, 11-12 is Year 3, 12-13 is Year 4, 13-14 is Year 5
3. Computer C-tag number (on the bottom of the Tablet PC – It is a sticker that begins with a C)	4. Describe any Error Messages
5. Details: The more information you provide, the better the Help Desk is able to fix your issue. Explain steps you took to fix the issue.	6. Access Serial #, Host Name, & IP Address by clicking on the Sys Info icon on your Desktop 