

How and When to Send an IT Request

When to Send in an IT Request

Please send in an IT Request when you have encountered a DLSEC technology related issue. The sooner you report an issue the quicker we can respond.

How to Send in an IT Request

1. Go to the dlsec.org website.
2. Next you can either:
 - Click on “IT Request Form” in the Additional Links, on the right side of the page.
 - OR
 - Click on the “All Forms” tab < click “IT Service Request Forms” under DLSEC Forms.
3. Then a pop up will ask for your credentials. Use the DLSEC Forms username and password and click “Sign in”.

Sign in

<http://www.dlsec.org>

Your connection to this site is not private

Username

Password

Sign in

Cancel

4. After that click on the “Click here to go to the form” link.

[Click here to goto the form](#)

5. Once you click on the link you will see a form. *(Next page.)*
6. After you have filled out the form, click “Submit”.

For each field please be descriptive as possible. If you provide more information, it can better our chances of solving your request. Right after you send in your request, it is extremely helpful when you can include screenshots in an email. In the title of your email put "IT Request (and any other description, such as: IT Request, iPad Login Error)", and in the body of the email include any screenshots. After you have everything included, send in that email.

Name Field – For this field write your name.

Email Field – In this field write in your dlsec email.

Department – Put the campus you are at or related information in this field. (DLSEC, RISE, HS, Speech, Assessment, etc.)

Description or Request of Problem – In this text box, write down as much detail as possible. Include the SERS# of the device, errors and error codes, time frame the issue has been occurring for, etc. Also include if you have done any troubleshooting, and what was done.

Priority – Choose the urgency of your request. Please keep in mind that "urgent" means that we drop everything and come to you immediately. Urgent is more for an ARD meeting or for something that needs to be done right now.

Office Use – This section is more for IT. Once we receive your request we can include notes in this section.

Information Technology Service Request Form

Date: 09/20/2021 Time: 14:53:03

Requested by:

Name*: John Smith

Email*: jsmith@dlsec.org

Department: DLSEC

* Required Fields

Description of Request or Problem

My computer is suddenly slow and there is a pop up on the screen. The pop up message says ERROR - Hard Drive Full 800123.
The SERS number for this computer is 271831234.

Bad example: My computer is broken.

Priority: Low Medium High Urgent

Office Use

Status: Open Closed Pending

Details if necessary

Time to complete request:

Submit

Cancel