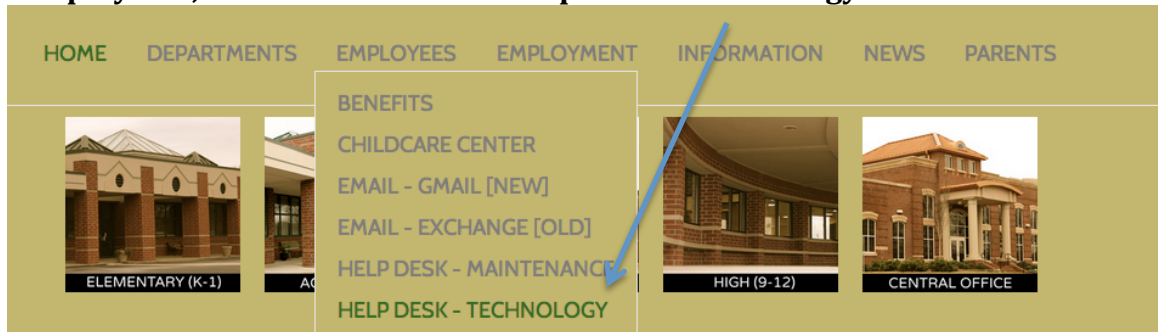


Create an IT Request on ITDirect (BCSS' new ticketing system)

Password is "password"

1. From <http://bufordcityschools.squarespace.com/>, click on "Employees", then scroll down to "Help Desk - Technology".



2. Type your email into the following box. Click "Submit".

Buford City Schools



Welcome! To begin, please enter your email address below.

Email Address

3. Fill in the required information.

IT Request

Buford City Schools IT Work Order Requests

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Step 1 Please be yourself, click here if you are not Adam Meador

First Name <input type="text" value="Adam"/>	Last Name <input type="text" value="Meador"/>	Email <input type="text" value="adam.meador@bufordcityschools.edu"/>
Phone <input type="text"/>	Pager <input type="text"/>	Mobile Phone <input type="text"/>

Step 2 **Location**

-- Select Location --

Area
-- Select Area --

Area/Room Number

Yes, remember my area entries for my next new request entry.

Step 3 lists a wide variety of problem types. Select the closest match.

Step 3 **Select Problem Type:**

Click on the problem type below that best describes your issue.

Technology Help Desk:

Anti-Virus Software	Audio / Visual	Broadcast System	Computer Monitor
Copier	Data Backup	Desktop/Workstation	Disk Imaging
Document Camera	DVD Drive	DVD/VCR Unit	Email

Continue filling in the required information. Then press "Submit".

Step 4 Please describe your problem or request.

Step 5 Time Available for Maintenance

Step 6 Attachment

Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 7 Submittal Password

[Forgot Password?](#)

Step 8

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified if this request is completed.

You're Done! Your IT Support Specialist will get to your problem ASAP. 😊