

How to Get Tech Support at Wheeler

Password Problems

Faculty & Staff

- Call the Customer Care Center.
- (Most password problems can be fixed over the phone, including Novell, GroupWise email, telephone voicemail & Pinnacle.)
- If your Pinnacle password is not working, please submit your attendance on paper to Ms. Gagat until it is fixed.

Students

- Novell Login Passwords: See a library staff member.

School-wide Network Outage/Servers Down

ONE person should contact the Customer Care Center. If you are unable to access a server or the Internet, ask two or three others in your area if they are having the same problem. If everyone is having the same problem, call the library to make sure it has been reported. Otherwise, follow the steps for individual/lab problems below.

Individual or Lab Computer Problems (including printers, network access, etc.)

Try to solve the problem with some basic troubleshooting steps:

1. Unplug & reconnect *both ends* of all relevant cables.
2. Turn the computer & printer completely off for 30 seconds, then restart.
3. Ask two or three other teachers if they have encountered the same problem and, if so, how they solved it. If basic troubleshooting does not solve the problem, then contact the Customer Care Center (instructions below).

Other Instructional/AV Equipment Repairs (TVs, VCRs, etc.)

- Blown Bulbs:
 - See your Department Head for a replacement bulb.
- Photocopier Repairs: See Mary McGinnis, Magnet Office
- For other AV, Cable TV, & Equipment problems:
 1. If the equipment is easily transportable, bring it to the library. If not, contact the library staff to notify them of the problem.
 2. The library staff will fix the problem or (if necessary) assist you with submitting a repair request. (Please be aware that if repairing an item is not economically feasible, the county will neither repair nor replace it. This is often the case with VCRs, older overhead projectors, digital cameras, and printers.)

Contacting the Customer Care Center:

1. Before contacting the Customer Care Center, gather the following information:
 - Your name and badge number
 - Room number where the equipment is located
 - Type of equipment (computer, printer, etc.)
 - Make, model & property tag number of the equipment
 - A *specific* description of the problem, including any error messages
2. Either place a ***Remedy** order, email: techhelp@cobbk12.org or call (770) 426-3330. You can find the link to **Remedy** on the Teacher's Edition of WheelerLibrary.com under *Other Useful Links*. (Be sure to include all the relevant information above.)
*All Tech Service requests must eventually be entered into **Remedy**, by you or someone else; your order will be processed quicker if you get it into the **Remedy** queue sooner, by entering it yourself. (See reverse side for **Remedy** tips.)

Entering a Remedy Tech Service Request

- Click the link for **Remedy** on the Teacher's Edition page of WheelerLibrary.com, under *Other Useful Links*.
- For the User Name enter your badge ID in all caps (e.g. LFM12345).
- Leave the Password and Authentication boxes empty.
- Click the Login button.
- If you receive an Error message, click the Return to home page link and reenter your badge ID. You should be logged in by the 2nd attempt, if you do **not** click the browser's back button.
- Click the Remedy Requester link.
- Click the New Request link at the left.
- Enter the **Room #**, **Summary** and **Details** for your request.
- Click Save!
- Note the HPD... case number if you need to make any follow up contact with the Tech Support Customer Care Center.