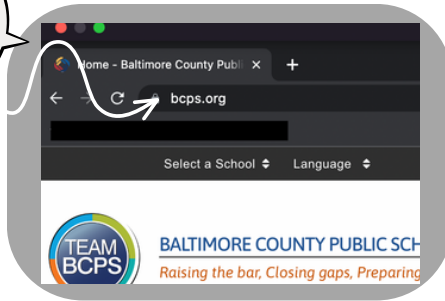


Broken Device? Follow these Steps!

DOES YOUR STUDENT HAVE A DAMAGED DEVICE? BCPS SERVE CAN HELP IF YOU COMPLETE A TECH TICKET.
(PLEASE NOTE: THE REPLACEMENT COSTS FOR STUDENT DEVICES ARE \$229 AND CHARGERS COST \$40)

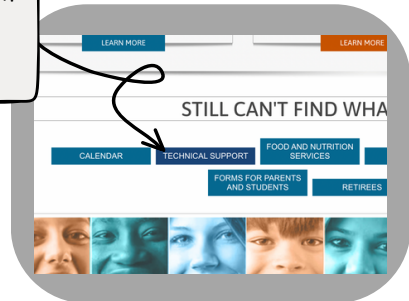
1

Go to the bcps.org website



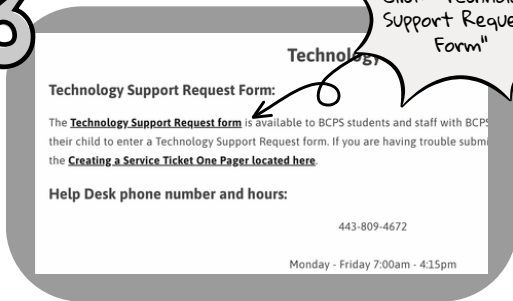
2

Scroll DOWN to the bottom and click Technical Support



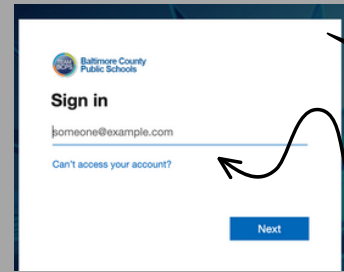
3

Click "Technology Support Request Form"



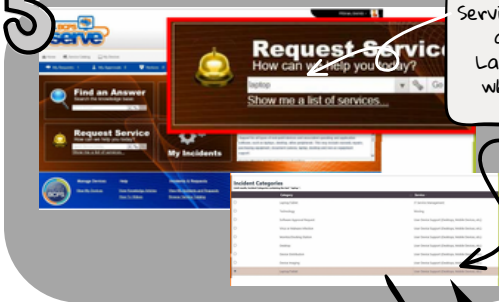
4

Login using your student's credentials



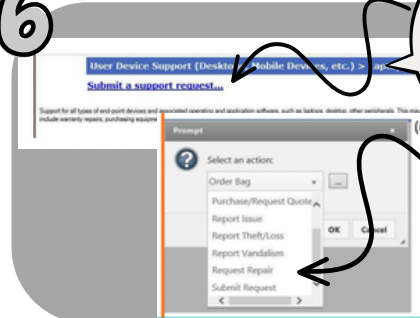
5

Type "laptop" into the Request Service search bar and choose Laptop/Tablet when the list appears



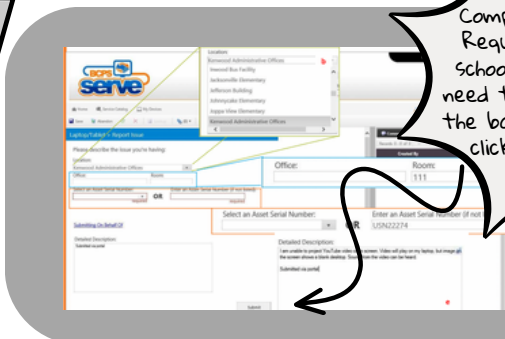
6

Click "Submit a Support Request" then select the option needed from the drop down



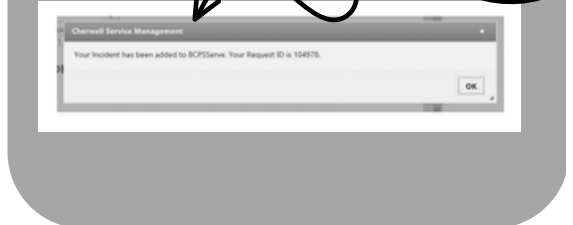
7

Complete all parts of the Request form. Select our school for location. You will need the serial number from the back of the device! Then click the Submit button



8

You will receive a confirmation number and an email to your STUDENT's email address



What Next?

The help desk will call and/or email you with the next steps, depending on the nature of your support need!

Tips for good tickets on the back of this flyer!

Help Desk
Phone
Support

Still Have
Questions?

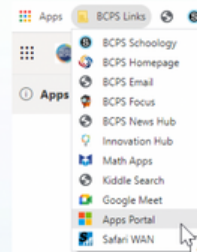
443-809-4672
7am-4:15pm
On days when school offices
are open

When Writing a BCPS Serve Ticket

- **Try to answer all 5 questions:**

- **Who?** – Full name, username, email address, staff/student/parent, phone number
- **What?** – Describe the problem. Be specific. Step by step, click by click. How can it be reproduced? Name product and/or list URL. What type of device? What browser?
- **When?** – Time this took place. Providing dates and times can help IT pinpoint the issue or understand if it was part of a systemic problem. Does this issue happen at a certain time of day only?
- **Where?** – In school or at home? On BCPS Secure? Both?
- **Why?** – Describe the impact. How many does this impact? What cannot be accomplished due to this issue?

Remember: A well written ticket will result in a faster resolution as follow-up questions are not needed and the appropriate staff can be deployed.



To enter a ticket in BCPS Serve, go to the **BCPS Links** folder on the Chrome browser and select **Apps Portal**. Then find and click the **BCPS Serve** icon.

