

Using the School IT Support System

1. Go to the school website (www.st-peters-pri.gloucs.sch.uk)
2. Click on the “Staff” tab
3. Click on the “IT Support” button
4. Sign in to the Support portal:
If you don't have the sign in details please email Rick using your school email account.
5. Click on “Request Support” to enter a support request (or “Current Support Requests” to check up on an existing support request).
6. Enter a brief description of the problem in the “Subject” field e.g. “IWB not connecting”.
7. Enter a more detailed description in the “Description” field; please give as much detail as you can.
8. Click on the magnifying glass icon the right of the “Product Name” field and select a product.
9. Enter the class or location of the fault
10. Enter you name.
11. Select the priority
12. Add any attachments
13. Click “Save” or “Save New”.
14. Close the browser window to sign out or click the St Peter’s logo to return to the school website.