Start Here

Basic Troubleshooting Steps
1. Restart Device
2. Check to make sure all connections are secure
3. Verify power cords are plugged in and power is present
4. Note any unusual conditions (i.e. blinking lights, etc.)
5. If error message(s) occur, record the exact wording
6. Write down the computer’s ID Number (LCxxxx)

Optional Steps
1. Talk with other staff
2. Google problem for hints

Do you have access to email?

YES

Send an email to tech@lacentschools.org including:
1. Is this an emergency?
2. Your problem
3. Your Location
4. The computer ID number
5. Any other relevant information

NO

Call Bill at Ext. 210 and describe the problem. He will be able to submit the repair request on your behalf.

A repair ticket will be created within the Helpdesk system and the technicians will be informed automatically.

A district technology repair technician will be dispatched as soon as possible to troubleshoot the reported problem.

Response times rely on a number of factors including: urgency, workload, complexity and if new parts need to be ordered.