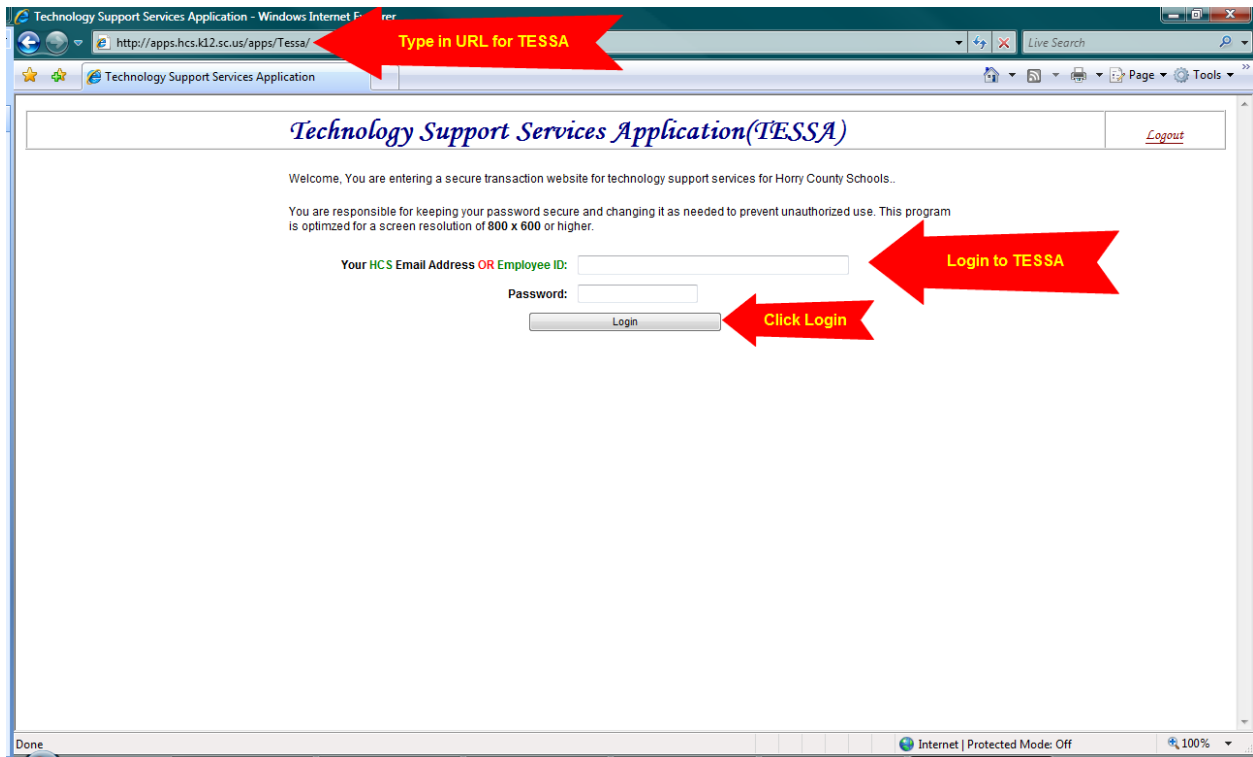


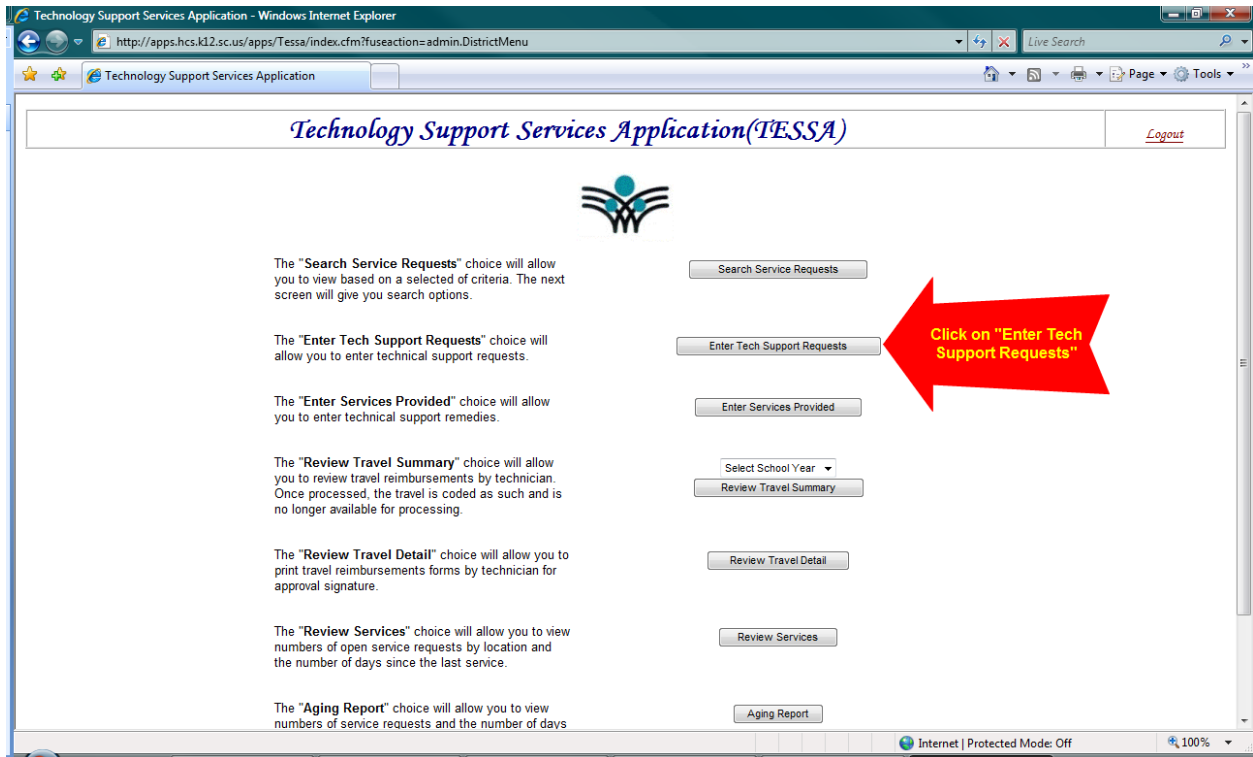
How to Submit Service Request for Cameras?



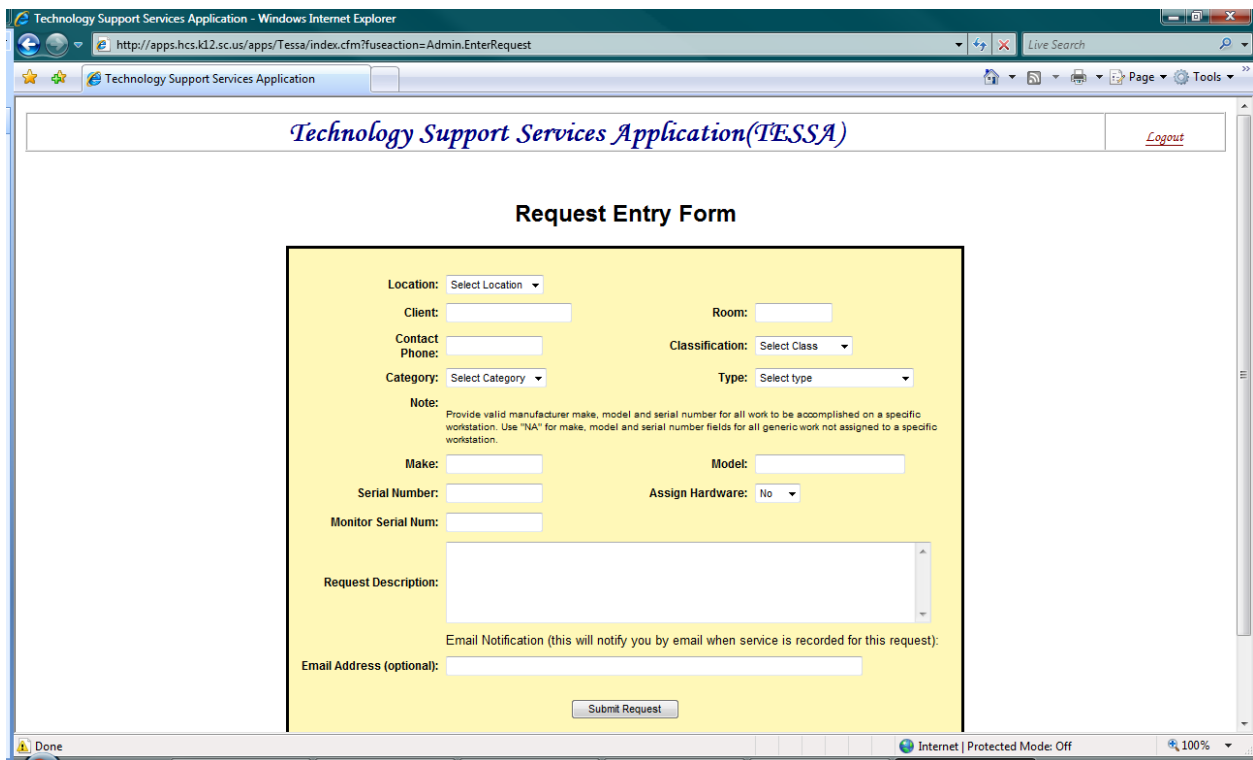
Go to the technical support website

<http://apps.hcs.k12.sc.us/apps/Tessa/>

Login using your intranet login ID and password.



Select "Enter Tech Support Requests" from the options menu



The request entry form will be displayed as illustrated above.

Technology Support Services Application (TESSA)

Request Entry Form

Location: Select Location

Client: Room:

Contact: Classification: Select Class

Phone: Type: Select Class

Category: Select Category

Note: Provide valid manufacturer make, model and serial number for all workstation. Use "NA" for make, model and serial number fields for a workstation.

Make: Model:

Serial Number: Assign Hardware: No

Monitor Serial Num:

Request Description:

Email Notification (this will notify you by email if a technician is dispatched for this request):

Email Address (optional):

Submit Request

Fill in the form as usual. In the "Classification" field, be sure to select "MEDIA" In the "Request Description" field, type in a detail description of the problem and physical location of the camera in question.

Select MEDIA

Click "Submit Request"

Complete all required information on the form in as you would for other types of service requests.

In the **Classification** field it is important that you select **MEDIA**.

Provide a detail description of the problem in the "**Request Description**" field. It is important to include the physical location of the camera in question since the technician dispatch to complete the repair will not necessarily know this information.

Click "**Submit Request**"