



District Email

To get to your district email, go to <https://my.osd111.org>; log in with your computer username and password; then click on the mail icon at the top. From there on out it's just gmail!

4 Ways to Contact the Helpdesk

Walk-in hours: 7:30 AM to 4:30 PM, Monday through Friday excluding holidays.
Telephone support coverage from 7 AM to 5 PM Monday through Friday.

Open a ticket on the web

- Go to <https://my.osd111.org> and log in with your computer username and password.
- Click on "Technology Helpdesk" under the "Staff" section.
- Click on the "Help Request" tab.
- Fill out the ticket and click "Help me, plz" at the bottom to submit.



Send an email

Send an email to helpdesk@osd.wednet.edu. This has a slower response time than submitting a help ticket.

Call the helpdesk

Call our helpdesk at 596-6172. Please reserve phone calls for **critical** or **time-sensitive** issues. Leaving a voicemail has the slowest response time of the available options.

Visit the helpdesk

Finally, you can stop by and visit our helpdesk in person. We are on the third floor of the Knox building, room 302.

Educator Support

Our Technology TOSAs provide support to educators in the implementation and use of Technology in a classroom setting. You can find their contact information below:

- Bob O'Donnell, rodonnell@osd.wednet.edu, x.6182
- Sharyn Merrigan, smerrigan@osd.wednet.edu, x.6180