

Help!

1. Determine whether your problem is hardware/network related or software related. For hardware or network related problems, call the MISD Helpdesk (27777) for assistance. You can also email them at helpdesk@mesquiteisd.org



Examples of HelpDesk questions include:

- You send a document to print, but your printer does not print
- You get an error message when you try to login to Windows
- You can't access your Outlook account
- You can't access the Internet

When contacting the HelpDesk include your phone extension, the name of the computer (found on a sticker on the back or on the top of the casing), your campus & room number, and be as specific as possible. Include screenshots if you can.

For problems/questions dealing with Follett Destiny, call Library Services at extension 25547.

Examples of Library Services questions include:

- You need to get a list of "spider" books and aren't sure how
 - You notice one of your students is entered into the database twice under two different ID numbers.
 - You know your library owns a copy of a certain book, but you can't find it when you look it up in your catalog.
 - One of your books has a location of "in-transit" and you can't clear it.
 - The on-line catalog doesn't default to your school when you login.
2. For library-related technology problems, FIRST check Policies and Procedures, the online help file, or mentor.
 3. For help with campus technology applications such as ipad apps, contact your Technology Coach.
 4. For hardware problems, check all your connections and reboot the computer before calling for help. (The Help Desk will want to know if you have done this)
 5. If you are still having problems, call your mentor or **Lauren Jones** (x25547)
 6. For other library related questions, call someone from the list below.

IMPORTANT PHONE NUMBERS

AnnDee Lopez	972-882-5550	(ordering and general questions re: meeting times)
Demetra Golightly	972-882-5549	(receiving and processing questions)
Ivy Willis	972-882-5510	(receiving and processing questions)
Lauren Jones	972-882-5547	(technology systems, Destiny, cataloging, digital resources)
Emma McDonald	972-882-7450	(library program, challenged materials, scheduling, etc.)