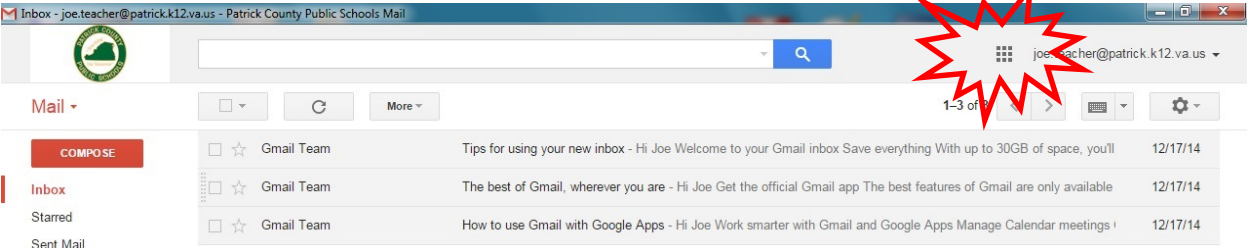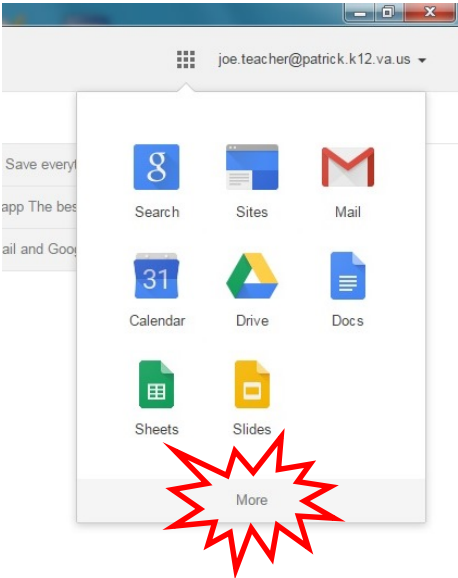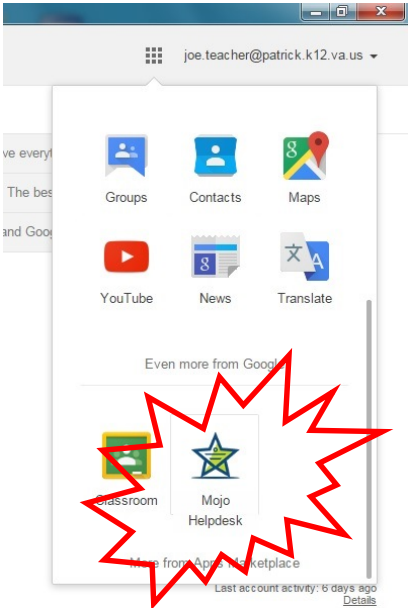# Patrick County Public Schools Help Desk

1.) In order to use the new Tech Support site you will need to be logged into your email. In the top right corner you will need to click on the Apps icon.
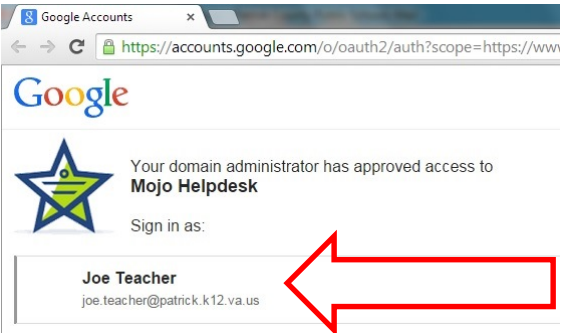

2.) This will drop down a list of apps, from here you will need to select "More"

3.) Next you will see the Mojo Helpdesk icon.

4.) This will take you to the login screen for the helpdesk. Since you are logged into your email all you have to do is click on your name.

After logging in, you will be taken to the new Tech Support site.

From here you can search for answers by typing in the "How can we help?" box. We will be populating this with information to fix common problems.

We also have a Twitter feed on the page. We will use this to report any widespread outages or issues that have been reported.

If you can't find your answer in one of those two areas then you can click on the "New Ticket" button to submit a request.

The new ticket screen will look similar to our old form. Please be as specific as you can about your problem and visiting times.

After you submit the ticket, you will receive a confirmation on the screen and in your email confirming that it was submitted. Once we have completed your ticket you will also receive an email.