

How to Request IT Support for an Event

Please follow the guidelines below when planning an event within SBSB so that IT Support may be better able to assist you.

When planning your event, you may find that you need a projection system or an audio system for microphones, or your guests may need specialized access to the internet. The Help Desk is available to assist with these needs as long as proper planning and notice is given.

The Help Desk requires a minimum of two weeks' notice for any assistance. Notice of support needs should come in one of the avenues listed below. Requests should include as much detail as possible, like where the event is, when support is needed and what types of technology will be in use.

-Submit IT Support request via it.sbschools.net

-Services Required indicated via the Facilities Scheduling system a.k.a. *SchoolDude*.

Requests received via other avenues may not be met.

Help Desk Staff will do their best to meet the demands of a last minute request, however direct support may not be available and simple instructions may be provided to the event organizer so they can setup what equipment might be needed.

For details on what types of support we are able to provide, check out the IT Support website.