How to File a Help Desk

* Log into your Aspen Account
* Click on any tab
* Choose help < report a problem

* Fill out the form

**Summary** – Used to help the Technology Manager assign the ticket to the appropriate person.

**Computer ID** – Used to help the technician locate your computer.

**Location** – Important to make sure your ticket is going to the correct technician at the appropriate school.

**Description** – Be as detailed as possible. Include room numbers, copy and paste any errors you may be getting. The more information here, the quicker your problem/request will be resolved.