

When requesting computer support from your site Technology Specialist you will now be required to submit your request via an online system. This system ensures that your request is routed to the correct support person, and is tracked throughout the repair process. The URL for this site is:

<http://heat.guhsd.net/Site>

Below is a screenshot of the website with steps on how to correctly fill out the form and submit.

Please select your site from the dropdown list.

*Facility: Please Choose a Site...

Your department. English, Admin, Math, etc.

*Department:

*Full Name:

*E-Mail: username@guhsd.net
You will receive status updates via email

*Phone: X

*Room: Your room number

*Description: Type a description of your issue. Make it as detailed as possible. Include description of equipment, software, etc.

*G#:

If you are requesting help with a piece of equipment locate the 6 digit inventory tag and place it here. Not all equipment will have one. **Enter numbers only.**

* Denotes a required field

Click Submit when done.

Submit Issue

When typing the description of the problem include as many details as possible. If you are having issues with a piece of equipment, enter the make and model. If you are having software issues please include the name of the program, your operating system if known, and any error messages you may be receiving. This will help speed the resolution of your problem.

If you are an ROP teacher or if the piece of equipment is known to be ROP, then go to the website below, and fill out the page as shown above. There will be two more fields to fill out that identify the equipment as ROP.

<http://heat.guhsd.net/ROP>