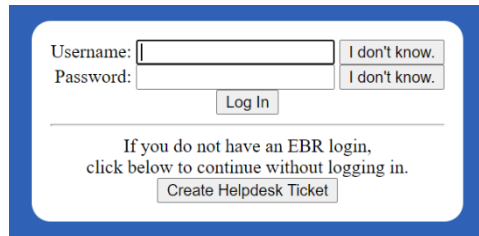


Family members and employees or students who do not know their EBR credentials can create a HelpDesk Ticket without logging in. Just go to [helpdesk.ebrschools.net](http://helpdesk.ebrschools.net) and click **Create HelpDesk Ticket**.



Username:  I don't know.  
 Password:  I don't know.

If you do not have an EBR login,  
 click below to continue without logging in.



Select the **school** and provide accurate and complete **contact** information. It is very important that you include your **name, email address**, and a **phone number** so we can contact you about your request.

Select the **type** of help you need:

- Chromebook / Chromebook Tablet
- Desktop / Laptop Computer
- Hotspot
- Login / Security
- Miscellaneous / IT Questions

*HelpDesk questions may vary based on the type of request.*

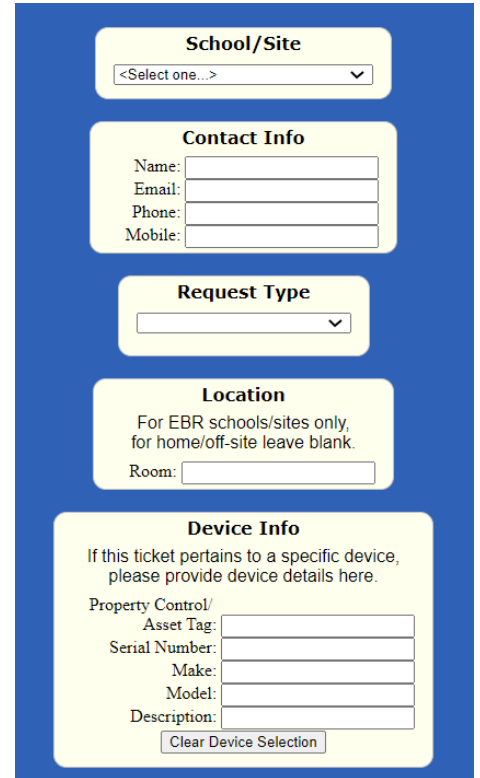


A **Property Control / Asset Tag** may be found on the bottom of the Chromebook, Tablet, or Laptop. It may be a blue or red metallic sticker. It may read "Property of East Baton Rouge Parish School System". It may have a barcode and 7-digit number.

A **Serial Number** may be on the bottom of the Chromebook, Tablet, or Laptop. It may be comprised of letters and numbers.

The **Make** and **Model** of the device may be printed on the case. Some examples are:

- Lenovo 100e Chromebook
- Lenovo ThinkPad Laptop
- Acer C740 Chromebook



**School/Site**  
 <Select one...>

**Contact Info**  
 Name:   
 Email:   
 Phone:   
 Mobile:

**Request Type**  
 <Select one...>

**Location**  
 For EBR schools/sites only,  
 for home/off-site leave blank.  
 Room:

**Device Info**  
 If this ticket pertains to a specific device,  
 please provide device details here.  
 Property Control/  
 Asset Tag:   
 Serial Number:   
 Make:   
 Model:   
 Description:

*As you enter device info, HelpDesk may match your device to EBR inventory and populate the remaining device info fields for you!*



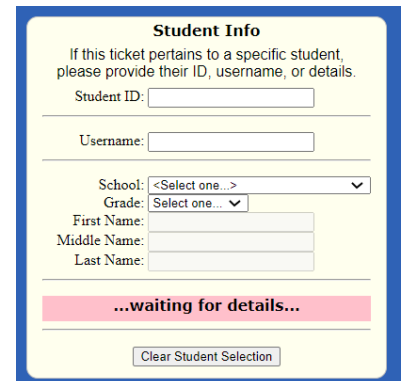
If applicable, complete **Student Info**. As HelpDesk begins to recognize the student's information, you may see a green bar indicating that HelpDesk has matched the student. Once the student is matched, you may proceed to the next section.



In the **Problem Description or Request** section, tell what you need in your own words. Without this description, HelpDesk tickets may be declined.



After clicking the **Submit HelpDesk Request** button, you will see your HelpDesk ticket number. If you provided a valid email address, you will also receive email confirmation and further instructions from HelpDesk.



**Student Info**  
 If this ticket pertains to a specific student,  
 please provide their ID, username, or details.  
 Student ID:   
 Username:   
 School: <Select one...>  
 Grade: <Select one...>  
 First Name:   
 Middle Name:   
 Last Name:

...waiting for details...