




How to report a Technical or IT issue related to school equipment and accounts e.g., email, Teams, or netbook issues

The school has an online portal that allows you to report any IT or technical concerns you have with school equipment or accounts. The following link will take you to a page with the following form to be completed.

<http://bc-netbooks.bcweb.org.uk>

 spiceworks

Welcome to the Help Desk.

Please sign in.

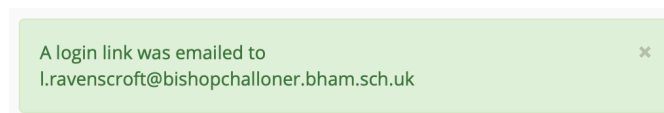
This help desk is powered by Spiceworks. We do not use any personal information you add to your ticket(s). We use your personal information in order to provide the help desk services.

[Privacy Policy](#) | [Terms and Conditions](#)

You will need to have access to the inbox of the email address you enter. In these steps I will be using my teacher email address.

Step 1

Enter a working email address and press submit. Doing this will result in the following message appearing.



Step 2

Open the inbox of the email address you entered earlier. You will have received an email from 'BC-Netbooks Help Desk'. The contents of the email will look like this:

Hello, I.ravenscroft@bishopchalloner.bham.sch.uk!

You've been invited to login into the portal of BC-Netbooks Help Desk.

[Click this link to login to the portal](#)

The above invitation link is valid for only a short period of time so please login quickly.

Thank you!

Click on the link 'Click this link to login to the portal'.

Step 3

The following page will appear:

The screenshot shows the BC-Netbooks Help Desk interface. On the left is the 'Submit a help desk ticket' form, and on the right is the 'Tickets' section. The form includes a 'Summary' field (0/150) and a 'Description' field (0/2000), both with asterisks indicating they are required. There is an 'ATTACH FILE' button and a 'SUBMIT' button. The 'Tickets' section has a search bar and a dropdown menu for 'Open Tickets', which currently shows 'No tickets to display'. A text box on the right side of the tickets section explains that this area shows open tickets and that no tickets are displayed because no request has been submitted.

It is the area on the left-hand side where we submit our request.

Submit a help desk ticket

Simply create a ticket below. A technician will respond promptly to your issue.

You may also send tickets directly to help@bc-netbooks.on.spiceworks.com

Summary* 0/150

Description* 0/2000

ATTACH FILE

SUBMIT

Summary

Please provide a quick overview of the issue. For example, if the problem relates to accessing a school email account because of password not known, "school email account – password problem" would be perfect. If the issue was related to a netbook device, the term "Netbook" followed by the main issue would be perfect. For example, "Netbook – screen not showing yet power is on".

Description

It is here that we ask you provide as much detail about the issue as you possible can. If the issue relates to a student's email account, please be sure to include the **students name, year group** and if known, their **school username**. If it relates to a technical problem with a netbook device, please be as specific and descriptive as possible about the issue. If there are any error codes or technical terms used to describe the fault, please also include these.

Attach File

This allows you to attach a file to the support request. For example, this could be a screenshot of the issue that you are facing. If it is a physical fault with a device, it could be a photo taken on a separate device. Multiple attachments are allowed if required.

Once you are happy with the request press Submit. In doing so the following will appear on the righthand side.

Open Tickets ▾		
Test issue with password	Unassigned	#2199

At this point the ticket has been opened and a member of the IT team will attend to your request.

NOTE: If you have more than one issue, please use separate requests to report them.