

WEB HELP DESK

Our IT team has been working on rolling out a new tool that will streamline the process of submitting and managing tech tickets.

Rather than contemplating which member of our department to contact when an issue arises, you can simply email one recipient: webhelpdesk@gilbertcsd.org. When you send an email to Web Help Desk, a ticket will be created in the system, and a notification will be sent to Jason Holtan and AJ Jaquis. From there, we can communicate with the rest of our team members to determine who can best tackle the problem. We hope using this system moving forward will increase our ability to meet your needs in a timely and efficient manner.

As always, if you have any questions or concerns, please reach out to a member of our team. We recognize this is a big change for you and know there will be kinks to work out.