

IMPORTANT CPSB TECH SUPPORT NOTICE - REGISTER YOUR COMPUTER!

When you receive your CPSB computer, you need to contact the Tech Support Center to have the computer registered to you so that you can do administrative tasks such as adding printers and software. **Until this step is done, you will not be able to fully use your computer.** You only need do this registration once when you receive a new computer or have someone else's computer transferred to your possession.

To register your computer, please follow these steps:

1. Submit a Technology Help Desk request at <http://help.cpsb.org> with the following information:
 - First and last name of the person registering the computer
 - Site location and room number / name where computer will be located
 - The computer's serial number (a.k.a. Service Tag) which is a seven alpha-numeric character string. (This can be found on the front or the back of the computer as shown in the illustrations at the bottom of the page.)
 - **IF YOU ARE A SPECIAL EDUCATION INSTRUCTOR, PLEASE NOTE THAT IN THE EMAIL AS WELL.**

If you have problems accessing <http://help.cpsb.org> from the computer, you can submit a request from another computer.

- 2) When the ticket is submitted, an issue will be generated in the CPSB Help Desk database. A member of the Tech Support staff will process the request in turn by accessing the computer over the network and make the necessary changes. **It is important that once you have put in a request that you leave your computer turned on all the time and that the computer's network cable is connected until the request is processed.**
3. Once the necessary changes are done, you will receive notification from the CPSB Help Desk. At that time you can then do any administrative tasks on the computer such as installing software or printers while logged on as yourself.
4. If you should experience any difficulty once the computer is registered, please reply back to your Help Desk request.

Computer Serial Number Location Examples

Desktop Computer
Serial Number / Service Tag
(Back of computer)



Desktop Computer
Serial Number / Service Tag
(Front of computer under lift cover)



Laptop Computer
Serial Number / Service Tag
(Bottom of the laptop)

