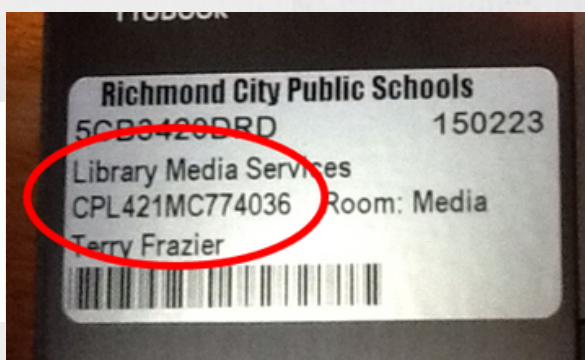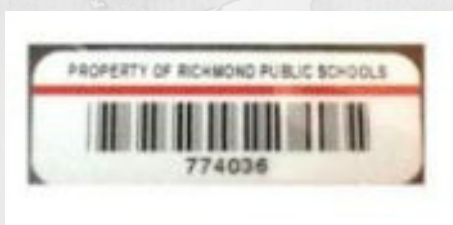# HOW TO REPORT A PROBLEM WITH AN RPS COMPUTER

1. Compose an email to servicedesk@rvaschools.net

2. Include your name, employee ID number, school and room number

3. If the problem is with laptop from a cart, be sure to include the cart number and slot number.

4. List the RPS asset tag number or the computer name from the silver tag on the computer.

5. Describe what the problem is for each computer. Be as specific as possible. You can include screen shots or photos you take of the screen.

If you need immediate assistance, call 780-7880 option 1 to speak to a service representative.