

1 Go to www.support.aitn.co.uk/helpdesk

2 This will open the log in screen where you will use **your username** and **your password** and press **Log In**

Support Centre

if you are from the following schools please log in with your computer login:

- George Spencer Academy
- Chetwynd Primary Academy
- Fairfield Primary Academy
- Wyndham Primary Academy
- Portland Primary Academy
- Glenbrook Primary Academy
- Sunnyside Spencer Academy
- Dovedale Primary School
- Sawley Infant / Junior School
- Larkfields Infant / Junior School
- Long Field Academy
- Heanor Gate Academy
- Ladycross Infant School
- Mornington Primary School
- Ashbrook Junior School
- Ashbrook Infant School

For all other users please click New Account.

Log In

User Name

Password

Log In

3

Fill in the required fields: **Name, Email and Location**

Support Centre

User Profile

First Name

name

Last Name

name

Email

email@school.com

Location

your location

Save

4

Select the issues from the drop down menus and add details of your request

Support Centre

Help Request

Request type

ICT Team ▼

Fault ▼

Desktop ▼

Hardware Issue ▼

Subject

The Subject

Instructions

For any Hardware issues. eg mouse or keyboard

Request Detail

Attachment

add attachment

Location

Long Field ▼

Room

M2 (Maths) ▼

Save

5

You can access your tickets in the **History** tab

Support Centre

Request

History

FAQs

Messages

Profile

Ticket History

Ticket No. Status *All Active* Contains

Clear

Search

No.

Date

Updated

Status

Request Details

