DIRECTIONS FOR USING
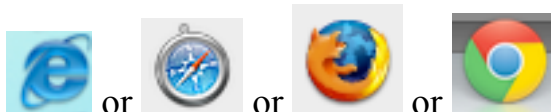# ONLINE HELP REQUEST SYSTEM
TSS

To report a problem you are having, you need to go online to the Salem website.
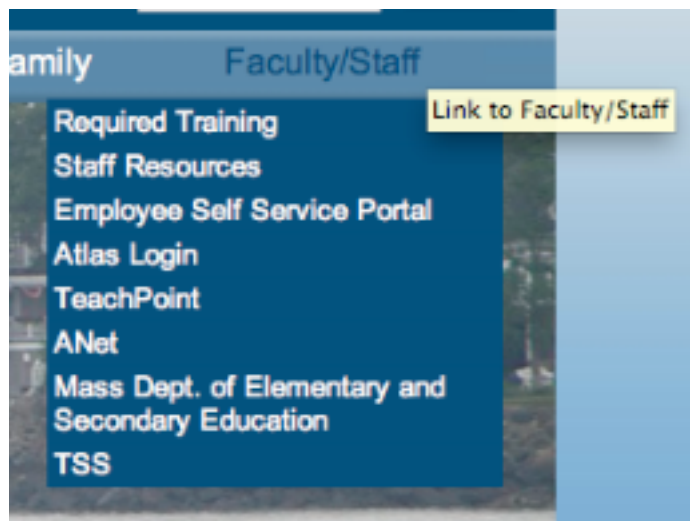http://salemk12.org/Pages/index

 or or or

Click on the Staff Resources link as shown below:
Or go to this link: http://cfweb.smartedu.net/salem/tss/

The following window will open. Click on TSS at the bottom of this list

You will then see the icon below:

Click on the **REPORTER** button and a new screen appears asking you for the password.

Click into the password field and then enter the password. The password is:
telltheteam

It is all lowercase and there are no spaces.

The Problem Report page appears after you click the **LOG IN** button.

Click the **CONTINUE** button. Fill in the **HARDWARE ID.** Or if it is not a problem specifically related to your computer enter in one or two words describing the problem for example "iPass", or "First Class". Fill in as much information as you can and choose the appropriate name or position such as "**TEACHER**". By entering an e-mail address, notification of progress will be given by e-mail. Click the **SUBMIT PROBLEM** button.

You will see the submitted problem.

Of course, if Internet access is the problem, you cannot report online! In this case, call the Help Desk at 978-825-3608 so that the appropriate staff person can be informed of your problem and access can be restored as soon as possible.

To check on the status of your help request, click on the VIEWER button, type in "telltheteam" and provide the requested information. Here you can see to whom it was assigned and what progress has been made.