


Help Net Request

In Richmond Public Schools, the ONLY people who are allowed to install software or fix computer problems are technicians from the Department of Informational Technology (DIT). In order to get your software installed or your computer repaired, you must submit a "HelpNet" request.

You must have a RPS email address in order to submit a HelpNet request.

To submit a Helpnet request

1. Using Internet Explorer, go to the RPS homepage. <http://www.richmond.k12.va.us>
2. At the bottom, left side of the page, click on RSP InfoNet. This link will take you to the RPS Intranet page called "InfoNet", or you can type "infonet" in the browser address bar and press enter.
3. Click on HELPNET 
4. Across from the big red cross you will see "**Please submit your HelpNet tickets here**". Click on the word **here**. Enter your user name and password.
5. Your user name is your email name before the @ sign in your email address.
6. Your password is the last four digits of your social security number.
7. Click on "Click HERE to submit a new HelpNet ticket"
8. Under "Create a New HelpNet Ticket", click on the down arrow to find your particular problem. If your problem is not listed, describe the problem in detail in the description window.
9. After clicking on the problem, you will be asked to enter location (school and room number), make/model and the RPS tag number. The RPS tag number is the 6 digit number on the white tag with the red strip and a barcode. If the tag has been removed, state that in the request box, and include the serial number of the computer. It is VERY important that you fill in all of the requested information. Failure to do so may mean that your computer request will not be processed. If software needs to be installed, you must include location of the software.
10. After filling out all the information, click "submit". A screen will appear that has a ticket number on it. Write down and save the ticket number in case it is needed for future reference.
11. DIT may come after school hours. Please be sure to leave a note on the specific computer needing repair or location of software to be installed. It is a good idea to include the ticket number.