The first step is to go to assistme.dasd.org. If you are accessing the site from a mobile device, you may receive a pop-up message; just click OK.

1

If you have previously used this tool to submit a Transportation Request, enter the username and password that you created. Click Log In.

2

If you have not previously used this site, click Self Register.

3
Select your role as **Guardian**.

Complete the required fields.

Your **Registration Email** will be your username.
Create a password and enter it again to confirm that it is correct.

Click Save. If you previously corresponded with service desk, you may already have an account, and will receive an email with a link to reset your password.

After logging in, click New Technology Request.
Select the **Service Category** that best describes the problem that you are having.

Select the specific **service**. If you are having multiple issues, or issues with multiple children, we ask that you please submit a new Technology Request for each issue.

Provide a brief **summary** of your problem, one sentence or less.

Enter a parent Technology Request via assistme.dasd.org portal
Provide a detailed **description** of your problem including as many details as possible. Include when the issue started to occur, and any troubleshooting steps that you have taken.

Provide **student information** including student name, grade and school building.

Select the **school building** that your child attends. If you have multiple children, you should select the school of the child that relates to this request.

**Enter a parent Technology Request via assistme.dasd.org portal**
If you have screen shots of any error messages, click Attach/Manage.

Click Attach File(s), and select the files you wish to upload.

Click Finish.
Don't forget to click **Save** to submit your ticket.

This will take you back to the main page, where you can check on the status of existing technology requests by clicking **My Technology Requests**.

Click the **ID number** of the Technology Request that you wish to view.
Enter a parent Technology Request via assistme.dasd.org portal

You can view and add notes. When you're done, click Logout.