

SCHOOLS ICT SUPPORT SERVICES

SCHOOLS IT SERVICE DESK



Western Cape
Government

Education



HOW DO I LOG A CALL?

NOTE: The Service Desk will be the Single Point of Contact for the WCG Schools IT end user

ALL incidents logged to the Service Desk must be logged by the User responsible for the respective ICT equipment or system.

- > Please call the Servicedesk at telephone number: 021 834 4690
- > Your call will be routed to the first available agent
OR
- > You can WhatsApp the Service Desk on **0219007123**
OR
- > Email address: SchoolsIT.Servicedesk@westerncape.gov.za
- > Service Desk available times on weekdays:
07h30 – 16h00

If you call after 16h00 your call will be routed to voicemail and your referencenumber will be sent via your schools wcgschools email.

INFORMATION REQUIRED WHEN LOGGING A CALL

When logging a call please supply the following information and have this at hand before calling the Service Desk:

- > Principal/ Admin: Name , Surname and Persal number
- > Education District
- > Name of School
- > EMIS number
- > Contact telephone number
- > Alternate contact number
- > Email address
- > Category: e.g. Broadband, SLAN, EduLab, eAdmin, CAT/IT or CAD, etc.
- > Problem Description: e.g. EduLab: Workstations cannot connect to the Server