How to Use The BayNet HelpDesk System
Log in with your username, the password is your current network password. Click on Submit Request, under "Subject", please give your location and a brief description of your problem. You can put more detailed information in "Description" field (See NOTE...
below). Click on Add Request, click on Log out. Your request will be taken care of in the order it is received. You can reach this site from any computer in the district.

http://bdshelpdesk:8080/

NOTE: For better response, all Helpdesk Issues should include the following information:
The School, Building, and Room Number that you are assigned to and Phone number you can be contacted
Computer Problems - please enter Computer Name (click Red ID icon on desktop) and brief problem description in the Subject field.
Printer Problems - please enter Printer Name (from address label on printer) and brief problem description in the Subject field.
SMART Problem - please enter Bldg and Room, Projector model, and brief problem description in the Subject field.
Password Problems - please enter USERID and system not working in the Title field.
Phone problem - we will also need the wall jack number that the phone is plugged in to.

Make sure that you specify the password that you need changed, i.e., Network, Google, AS400, etc. The password will be emailed to you and the designated Point of Contact for your site. Your principal or an administrator should be able to let you know who that person is.

If for some reason you cannot get to the Helpdesk website, or get signed in you may also contact the Helpdesk by:
Email help@bay.k12.fl.us or
Phone 767-4150 (leave voice mail message)

If you have questions please contact Joel Godber at 767-5296 or godbejm@bay.k12.fl.us