

## How to fill out a help desk ticket for 911 Help Desk.

1. Go to <http://www.robertson911.com/HelpDesk/> or go to the Robertson County E-911 website and look in the bottom right corner, there is a link to the help desk.

to the Robertson County ECD web site.  
If you have an emergency, dial 911.

Welcome to the official web site of the Robertson County Emergency Communications District web site.  
We hope you find the information helpful and interesting.

**Events**

- October 21, 2014  
Randy Robinson
- November 2, 2014  
Change Serving Time Date
- November 11, 2014  
Veterans Day
- November 18, 2014 9:00 am - 10:00 am  
E-911 Board Meeting/Workshop
- November 27, 2014  
Thanksgiving Day

**When thunder roars...**  
When thunder roars, go indoors.  
Thunder is an immediate warning of dangerous conditions outside. If thunder is heard, anyone outside is in danger of being struck by lightning.

**Local Weather**  
SPRINGFIELD  
Last 24 Hours  
**36°**  
Fair  
High: 67° at 11:00 AM  
Low: 32° at 6:00 PM  
Wind: 10 mph  
Humidity: 60%

**Weather Warnings**  
Special Weather Statement issued October 21 at 2:50AM CDT by 3755

**GovDeals.com**  
F.L.S. 0000 229 222 307676722

**Employee Schedule**

**Member Login:**  
Login:  
Password:  
Forgot your password?  
Login  
We use Aladtec for online scheduling.

**Help Desk**

**Member Login:**

QR Code

Employee Web Mail

Robertson County Emergency Communications District  
115 Pinnacle Dr  
Springfield, TN 37172  
615-384-4911

**Help Desk**

Robertson County Emergency Communications District is an Equal Opportunity Employer and a Drug-Free Workplace.

2. Click on **Submit a ticket**

**EMERGENCY COMMUNICATIONS DISTRICT**  
**9-1-1**  
**ROBERTSON COUNTY TENNESSEE**

Robertson County  
Emergency Communications Center  
Help Desk

Home > Robertson County, TN 911 > Help Desk

Search help:

**Submit a ticket**  
Submit a new issue to a department

**View existing ticket**  
View tickets you submitted in the past

**Knowledgebase**

» Top Knowledgebase articles:

	Views
<a href="#">How do I submit a Help Desk ticket?</a>	33
<a href="#">Common Omnixx errors.</a>	54
<a href="#">TITAN Client can't connect</a>	37

» Latest Knowledgebase articles:

	Date added
<a href="#">Program Screen is open but not on my monitor</a>	2014-07-28 10:11:51
<a href="#">Certificate has been revoked. error</a>	2014-07-25 11:04:43
<a href="#">How to adjust you screen resolution</a>	2014-06-30 10:32:36

3. Fill out all the information you can. Please see the screenshot with explanation.

**Submit a ticket**

[Robertson County TN 911](#) > [Help Desk](#) > Submit a ticket

*Use this form to submit a support request. Required fields are marked with \**

Name: \*  Authorized person who filled out the ticket

Email: \*  Authorized person's email who filled out the ticket

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Category: \*  Select category that best describes the issue

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Agency: \*  What agency are you with?

Primary Phone Number: \*  Authorized person's phone number who filled out the ticket

Alt Phone Number:

Best Method of Contact: \*  Best way to contact the person filling out the ticket

Type of device: \*  Select what best describes what type of device

User's Name: \*  User's name that is having the issue

User's Contact email:  User's email address

User's Phone:  User's telephone number

Remote Access:  without having to contact the user?

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Subject: \*  Very short description of issue

Message: \*  Please describe the issue in detail. Answer as many of the questions:  
Who  
What  
When  
Where  
Why  
The more information the better.

