

## Library Resources Help Ticket PDF emailed from your PC, Outlook account

The PDF help Ticket is available under FAQ's

To save the form to your hard drive:

***Right click on the Adobe attachment: LR Help Ticket 09-10.pdf***

From the drop down menu select Save As:

Save to a convenient location

***How to use the form:***

Double click to open the form – if you get an error message you need to update Adobe follow instructions if do not have Adobe, download Adobe Reader. Contact me if you need assistance

1. Select the hand tool
2. If you want to make form fields easier to identify in the PDF, do any of the following in the Document Message Bar:
  1. To display a light blue color in the background of all form fields, select Highlight Fields
  2. To display a red outline around all form fields that you're required to fill, select Highlight Required Fields.
  3. It has been report some view the highlight fields on the left side
3. Position the pointer inside a form field and use the drop down menu to select from list or type.
4. The I-beam pointer allows you to type text
  - a. Fields that have drop down list:
    - i. *Select Application*
    - ii. *School Name*
  - b. Fields that are fill in:
    - i. *Contact name*
    - ii. *Phone Number*
5. Once you have filled in the appropriate form fields
6. Click Submit by email
7. Prompts to acknowledge the type of email system you use, i.e. Outlook, outlook express, or internet like Yahoo.com – the default is Ok to accept - standard circ Dell is Outlook
8. If you want a copy of your Help Ticket – Print the form - the filled in form can not be saved
9. Review the email and before you hit Send, in the Subject field please **add your school name**. I really appreciate you taking the time to add your school name.
10. Example: LR\_Help\_Ticket09-10.pdf South
11. Please take a minute to test the Help ticket before students 1<sup>st</sup> day
12. Feed back is greatly appreciated