October 7, 2020

Dear Parents / Guardians:

Chester Schools has recently upgraded our Helpdesk Ticket System to a new program named Parago. All students and parents will need to create a free account by following the step-by-step directions below. Students are asked to create the account using their official Chester Gmail account. Parents / Guardians can create the account using a personal email address.

Please following the directions below. If you should have any questions regarding this you can contact Technology Secretary Ms. Kerri Piccirillo at 845 469 2231 ext. 3302 or via email at kerri.piccirillo@chesterufsd.org.

Please do not hesitate to contact me if you have any further questions or concerns regarding this matter.

Sincerely,

Mr. Edward A. Spence
K-12 Director of Curriculum/Instruction & Technology
Chester Schools has recently upgraded our Helpdesk Ticket System to Parago. A user account must be created to add tickets. This document explains the steps necessary to create a Parago account. Thank you.

**Step One:** Please go to our website [www.chesterufsd.org](http://www.chesterufsd.org) and click “Computer Helpdesk Tech Requests” on the left hand side under Quick Links. This will bring you to the Parago Helpdesk screen below. Please click on the link at the bottom labeled “Create your user account.”
Step Two: Please follow the directions on this screen to create a user account by filling in your email address and name. Then click on “Register.” You should receive the message (see below) at the top of the screen. You should then login to your email account to look for an email with a link. Faculty/staff and Chester students are requested to use their official school Gmail account address as the login. Parents and Guardians can use any personal email address.
Dear Ed Spence,

A request has been sent to Parago to register a portal account using the email espencer@chestnutefd.org

Please click [here](https://login.parago.co.uk/portal/e7d00d1e9d9b7ab5bc46f01673e4_0) and then set your password.

The above action is enabled until Fri, 2 Oct 2020 15:00 UTC

Once registered you can log in at [https://login.parago.co.uk/portal/e7d00d1e9d9b7ab5bc46f01673e4_0](https://login.parago.co.uk/portal/e7d00d1e9d9b7ab5bc46f01673e4_0)

Regards,
The Parago team

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**Step Three:** Please follow the directions in the email that you receive. You will be asked to click a link to select your password. You will enter the password twice and hit “Update.”
Step Four: Please login to Parago using the email address and password you selected. Once again, the direct link to Parago is found on our website www.chesterufsd.org listed as “Computer Helpdesk Tech Requests” on the left hand side under Quick Links.
Step Five: Once you are logged in please click on the icon in your account listed as “Helpdesk.”
Step Six: Please click the green “Create” button at the top/right of the screen to create a ticket.
Step Seven: Please fill in all items requested in the ticket form in order to explain what the issue you are having involves. Please include all important details in the ticket. Under the “Section” drop down please be sure to select “IT.” You may attached a file (such as a screen image) if you would like to add to the ticket. A screen image attached is often very useful for the Chester Tech Team to see exactly the error message you have received. Please fill in the description and click the “Create” button at the bottom/right of the screen.
Step Eight: You should then see the ticket number of the issue displayed on the screen. A Chester Tech Team member should then reach out to you as soon as they are available.
Step Nine: Please be sure to logout of the Parago Helpdesk Ticket System once you are done. You can log back into Parago to look for ticket status updates and information from the Chester Tech Team. If you do not hear back from a Tech Team member in a timely manner you can contact our Technology Secretary Ms. Piccirillo at 845 469 2231 ext. 3302 or email kerri.piccirillo@chesterufsd.org in order to get an update on when you should receive a call back on the ticket number. Thank you.