

[Link to create a ticket!](#)

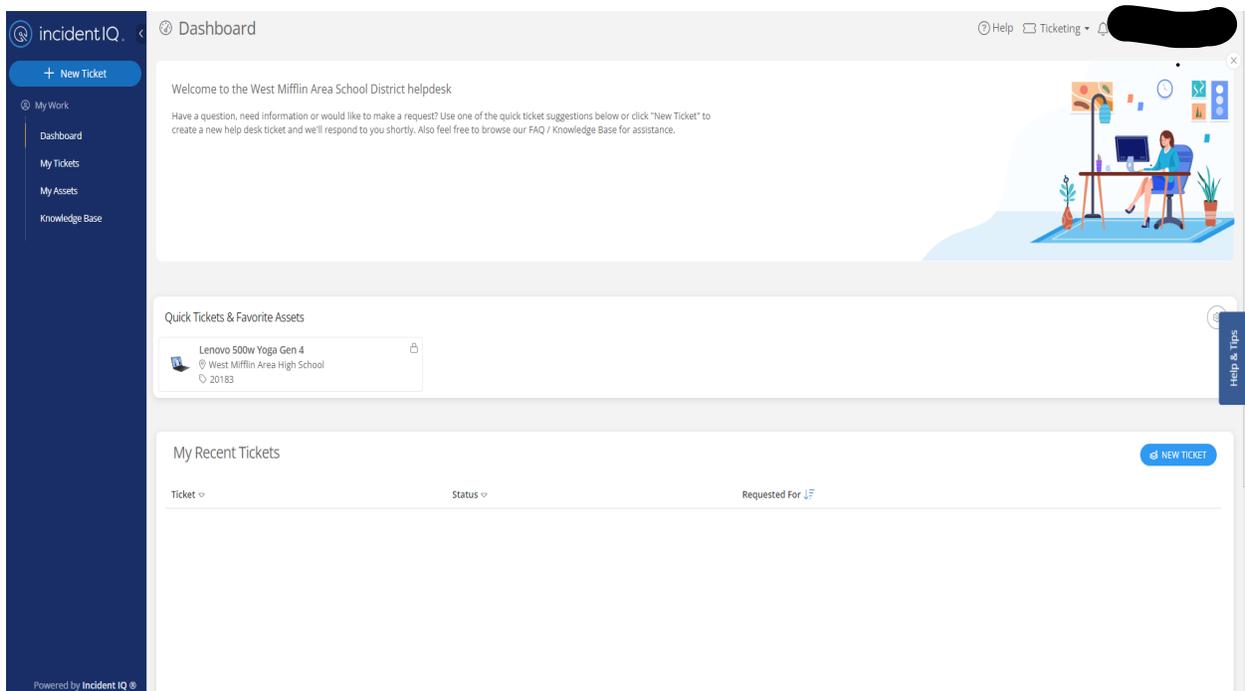
The website it takes you through will look like this.



Enter your Username: your school issued email address.

Enter your Password: This is the same as your computer password.

This is what your login page should look like.

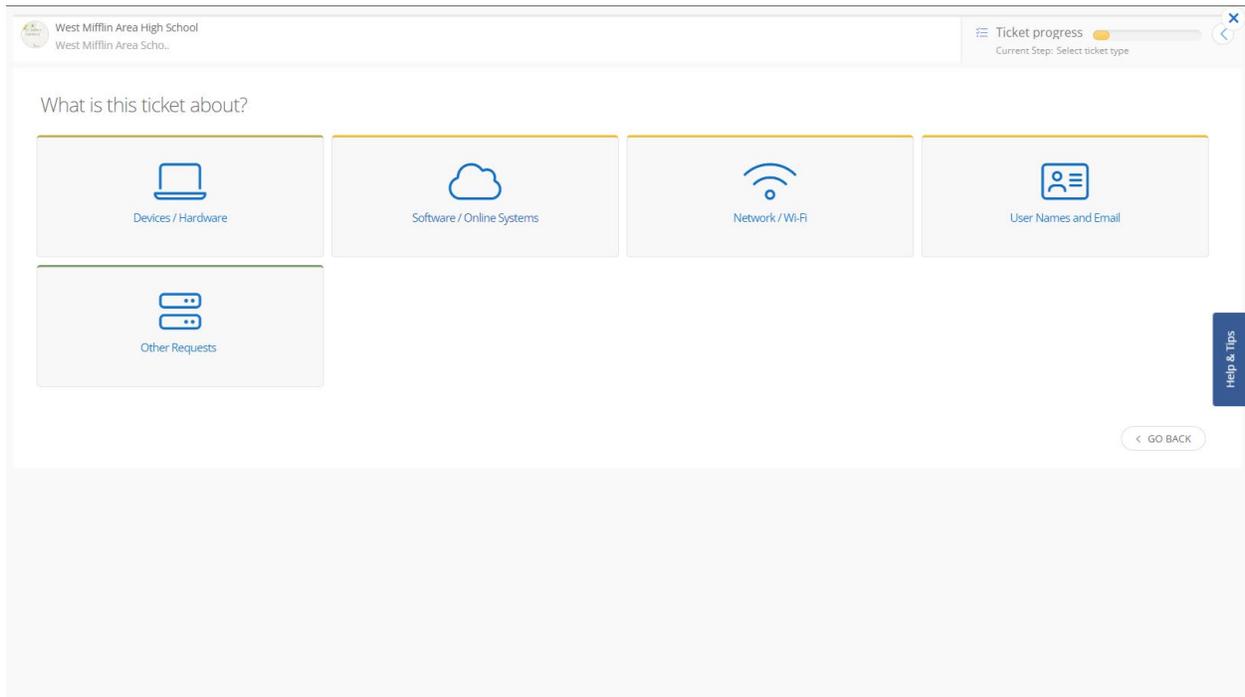


Along the left side you will have the option to:

- Create a new ticket with the light blue button labeled **+ New Ticket**.
- Dashboard: which will show your assigned device and any tickets you have.
- My Tickets: quick access to follow your open tickets and communicate with IT.
- My Assets: Let you check on what devices are associated with you and in they are in repair.
- Knowledge Base: Has key tips and tricks for different technology FAQs!

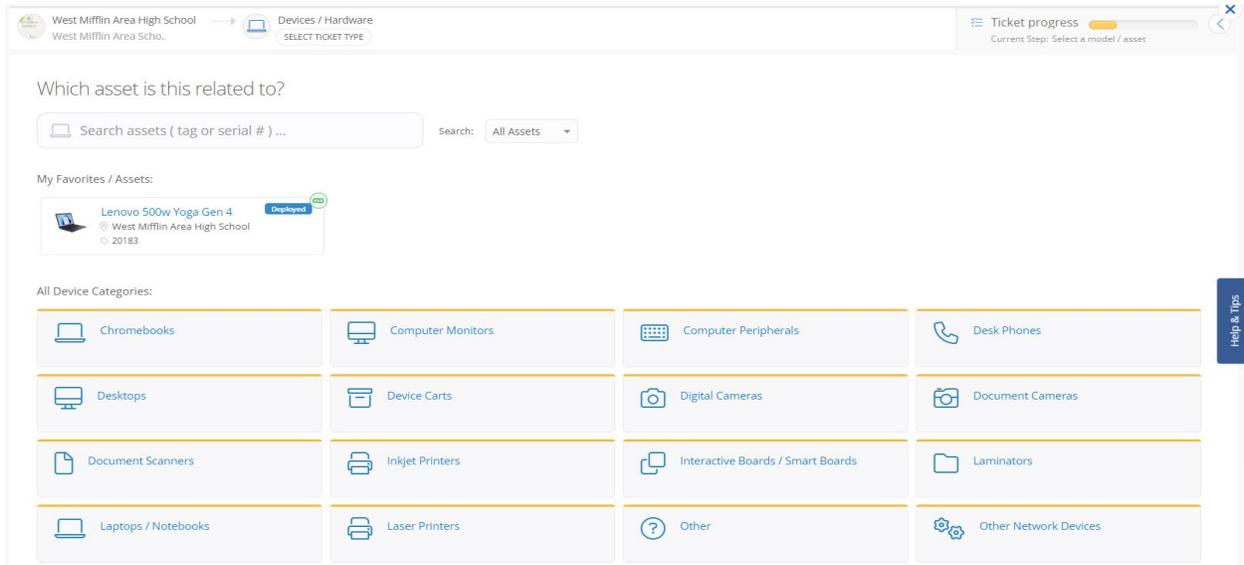
Creating a Ticket:

When you click + New Ticket you will have this screen to select the type of issue you are experiencing.

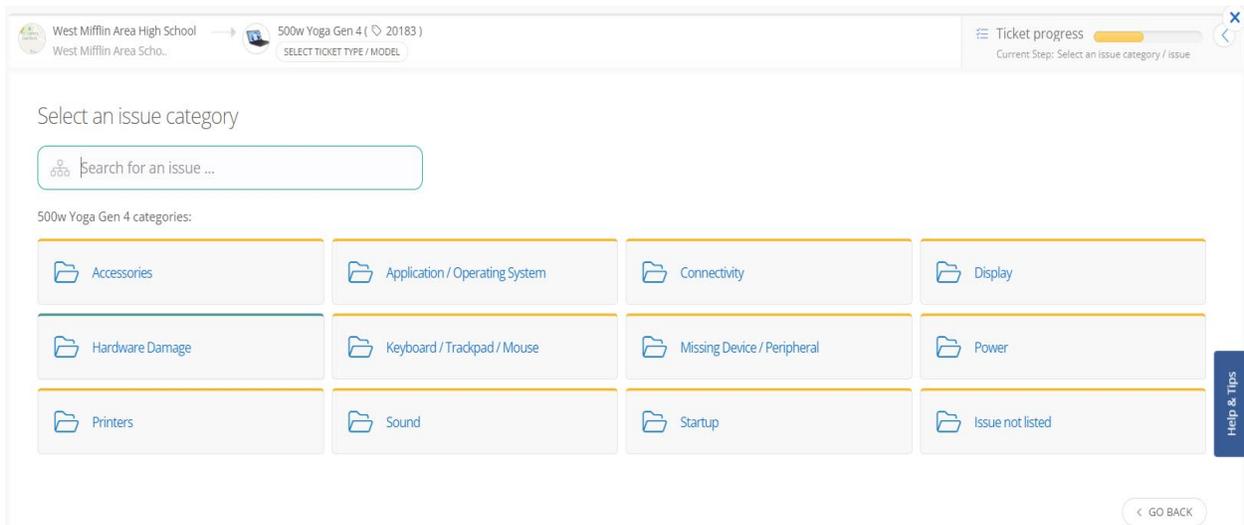


Selecting your topic here will change what the next screen looks like but the process is the same for all. In my example I selected a Devices/Hardware.

The first thing it will ask is for the asset tag which can be found on a sticker with a barcode and should be 5 digits long or select one that is assigned to you.



Next you will select the issue with your device:



Once you have selected your devices issues it will ask for you to describe your issue in more detail. Here you can also add attachments showing th problem, and where you are located.

The screenshot shows a web form for describing a ticket. At the top, there is a breadcrumb trail: 'Dow Yoga Gen 4 (20183) > Hardware Damage > Case or housing cracked / broken'. A 'Ticket progress' bar is visible in the top right, with the current step being 'Specify ticket details'. The main form area is titled 'Describe your issue' and contains a large text input field with the placeholder text 'Please describe your specific issue in more detail...'. Below this, there are sections for 'Room' (with a dropdown menu and a checkbox for 'My room is not listed'), 'Location/Room Details' (with a text input for 'Additional location details'), and 'Attach file(s)' (with a file upload area). At the bottom right, there are 'GO BACK' and 'SUBMIT TICKET' buttons.

Once you have clicked submit ticket you will be shown a page signifying a successful ticket was make and the details of your ticket.

The screenshot shows a confirmation page for a successfully submitted ticket. A green banner at the top reads 'Ticket #5522 has been successfully submitted!' and includes a note: 'You can view your ticket details below. Additionally, a confirmation email has been sent to you.' Below the banner, there is a summary card for the ticket: 'Lenovo 500w Yoga Gen 4 - Hardware Damage > Case or housin...'. The card lists the ticket number (# 5522), the submitter (Gunner Caterino), the location (West Mifflin Area High School), the creation date (9/04/2024 11:59 AM), and the status (Submitted). It also includes a 'Description' field with the text 'Case or housing cracked / broken' and buttons for 'CANCEL TICKET' and 'RETURN TO THE DASHBOARD'. Below the summary card, there is a section for 'Your Contact Is:' showing the contact's name and ID. There is also a comment section with an 'Add a comment' input field and 'BROWSE' and 'ADD COMMENT' buttons. At the bottom, there is a 'Ticket Activity' section showing a log entry for '9/04/24 11:59 AM' with the action 'undefined Submitted the Ticket'.