[Link to create a ticket!](#)
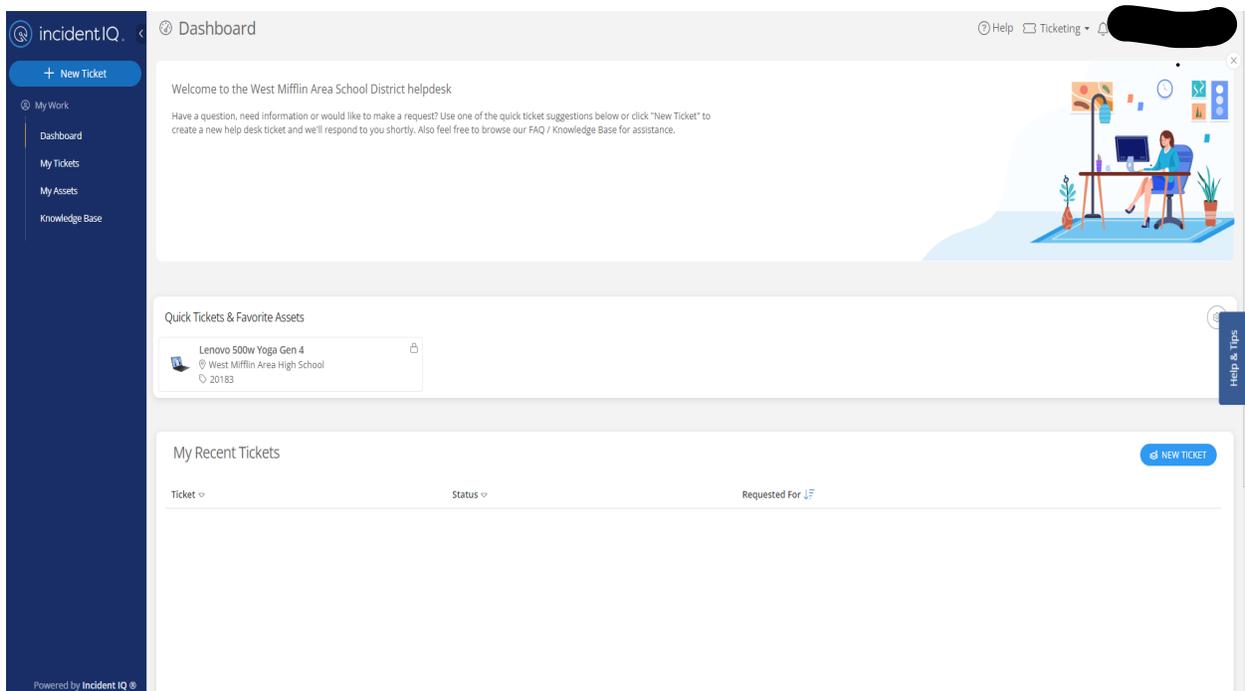
The website it takes you through will look like this.

West Mifflin Area School
District

Please sign in

Username *
Crawford@wmasd.org

Password *
•••••••••••

LOGIN

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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.

incident IQ

+ New Ticket

My Work
Dashboard
My Tickets
My Assets
Knowledge Base

Dashboard

Help   Ticketing

Welcome to the West Mifflin Area School District helpdesk

Have a question, need information or would like to make a request? Use one of the quick ticket suggestions below or click "New Ticket" to create a new help desk ticket and we'll respond to you shortly. Also feel free to browse our FAQ / Knowledge Base for assistance.

Quick Tickets & Favorite Assets

Lenovo 500w Yoga Gen 4
West Mifflin Area High School
20183

My Recent Tickets

NEW TICKET

Ticket   Status   Requested For

Powered by Incident IQ ®

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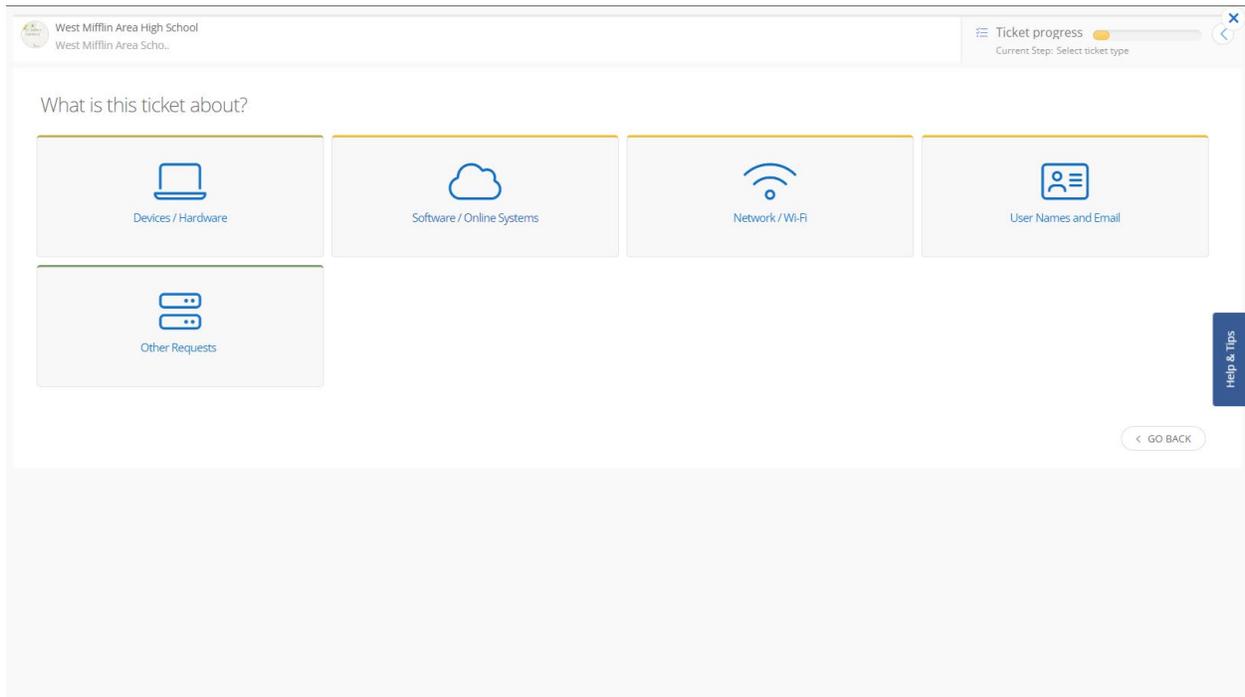
Selecting your topic hear will change what the next screen looks like but the process is the same for all. In my example I selected a Devices/Hardware.

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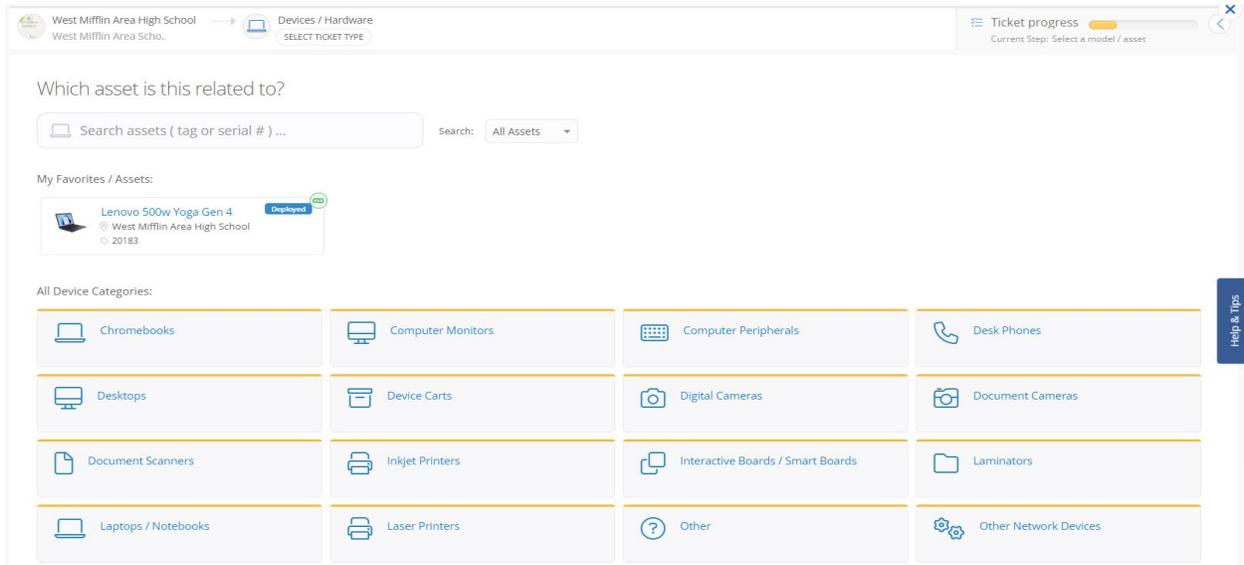
Next you will select the issue with your device:
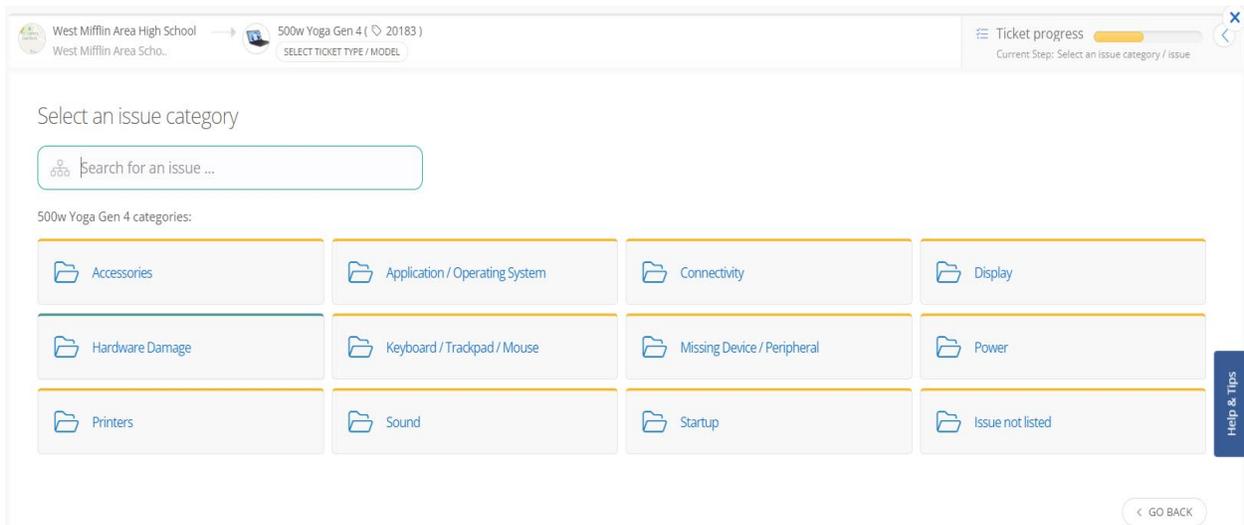
Once you have selected your devices issues it will ask for you to describe your issue in more detail. Here you can also add attachments showing th problem, and where you are located.

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