

Submit a work ticket

On your desktops you should see an icon called “Help Desk Technology”, click it to access the help desk site.



Below I have a picture of the site’s logon page. Your username is your email address, so enter your school email address in the box labeled “Email Address”. If you are a new user to the system a new box will be displayed on the screen asking for your last name. Enter your last name in the box indicated then click “Submit” to proceed.



On the next screen that is displayed, you only have to fill in your first name, last name, and email if they are not already filled out. To make it easier on your tech, if you would please fill in your room’s extension in the phone number box, we would greatly appreciate it.



On the actual work ticket page, follow the steps in order, making sure to fill out the ones with the red check box next to the name.

Step two asks your location. Select the drop down for your building first. Under the area dropdown menu choose the option that best describes the room you are in. In the Area/room number box type in your room number. Please note the check box at the bottom of step 2, if checked this will remember your location as what you have filled in.

Step 2 Location

High School
Area
-- Select Area --

Area/Room Number

Yes, remember my area entries for my next new request entry.

For step three select the problem type from the list that you think best fits the problems description. If you are in doubt as to the problem type select "CPU / Computer"

For step four, please provide the most detailed description you can of the problem.

Step 4 Please describe your problem or request.

Step five asks for your equipment tag number. This is the blue tag with a four digit number located on your computer tower. Please only submit the tag on the monitor if the monitor is the problem. If in doubt submit the number off the computer.

Step 5 Tag Number



Step six is to attach a picture of the problem. Usually you will not have to do anything for this step.

Step 6 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step seven asks for the submittal password. **THE PASSWORD FOR EVERYONE IS "warrenton"**. (without the quotes)

Step 7 Submittal Password

[Forgot Password?](#)

Then click the submit button. If you did not fill out a required field then you will be prompted in red letters to fix the error.

Step 8