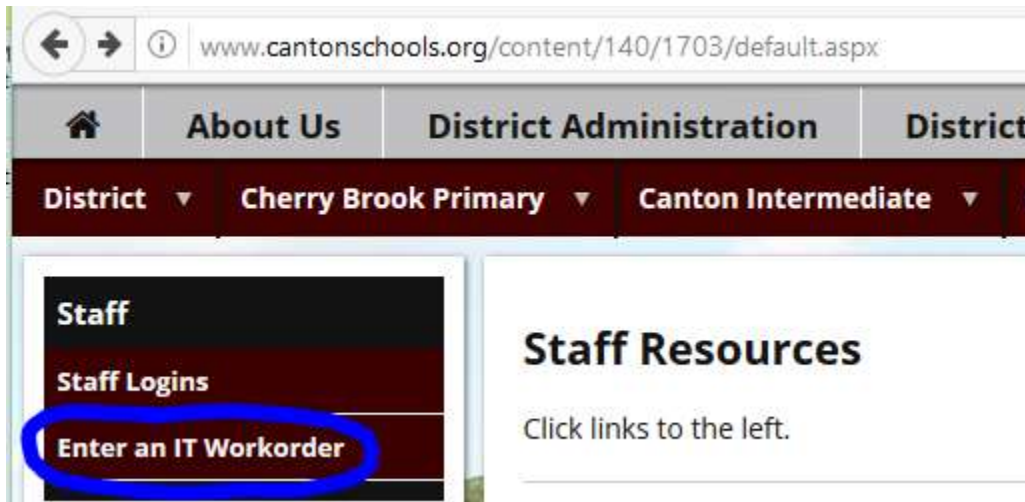

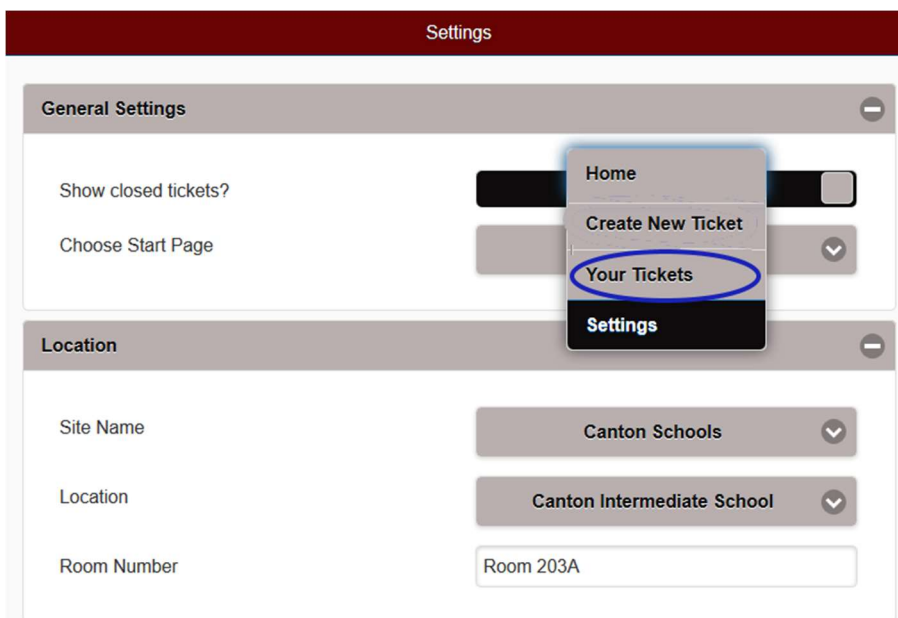


## Technology Ticket Instructions


**Getting into the Work Ticket System:** To enter an IT work ticket, navigate to the cantonschools.org website, click on “Staff” tab and click “Enter an IT Workorder” link on the bottom menu option as shown below circled in blue. Or type <http://helpdesk.cantonschools.org/ticketing.aspx> into your web browser.




**Setting up your Helpdesk:** You will be prompted for a username and password, and you should type in the same credentials you use to log into your **windows** computer. Once logged in, you'll be directed to the “Settings” page as denoted by the gear icon  in the bottom right of the screen. You should fill in your default settings here like what building you work at, the room number you are most frequently at and you're in school telephone extension or voice number. Lastly, you'll probably want to



change your “Start Page” to “Your Tickets” as shown here. You should only have to set up your setting once, but you can change them any time by clicking the gear icon on the bottom right of the Ticket system.

**Creating a Ticket:** by clicking the  on the bottom menu. Notice that Location and Customer are both automatically filled in based on your default settings. They can however be changed on a per ticket basis. The “Event Type” is where you will choose the category of equipment that is having problems. For this example, I will choose “Computer”. A new button appears called “Event Area” That allows you to refine the problem report to common issues. Once I select the Event area, a last field will be available that allows me to select the specific Asset that has the problem. Most equipment will be in the Assets list, filtered by the Location, and equipment type that you’ve selected in your work order. If it is not, please include the name in the problem description. The finished ticket should look similar to this. Remember to click “Save” to submit your ticket.

**Reviewing or Updating Your Tickets:** By clicking the  menu option on the bottom menu, you can add to, close, **update**, you’re IT tickets. We will be making an effort to put data into each ticket describing the resolution so that if issues do reoccur, they will be easily accessible in the future. Tickets

**Your Tickets**

Status	Priority	Ticket ID
Q Search...		
Low		
#6 Accounts - New - Staff		6/10/2017 16:46
Test of custom response		➤
#7 Issue Reported via Email		6/10/2017 16:53
Im testing if this teacher has permissions to create a ticket via email.		➤
#14 Chromebook - Other		6/19/2017 11:56
Testing if the creation of a ticket is correct on 6-19 [Chromebook - Other]		➤
#41 Computer - Can't Log In		6/26/2017 14:37
[Computer] [Can't Log In]		➤

will therefore become more like a knowledgebase and will be associated with both users and devices. The console looks like this and you can click on old tickets to view them