

# Help Tickets

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- [How To Manage Your Active Tickets](#)

# How To Create A Ticket

In order to access our ticketing system you may either go to <https://stgrsd.org/helpdesk> or <https://it.stgrsd.org>. Alternatively, you maybe also go to <https://stgrsd.org> and hover over the Staff menu, and then select IT Help Desk.

The screenshot shows the website for Southwick-Tolland-Granville Regional School District. The header includes navigation links: HOME, ABOUT STGRSD, DEPARTMENTS, COMMUNITY, SCHOOL COMMITTEE, OUR SCHOOLS, and STAFF. A dropdown menu is open under the STAFF link, listing: Office 365, Clever, PlusPortals, IT Help Desk (circled in red), Maintenance Request, ESPED & Professional Growth, Checking Voicemail Remotely, and Rediker Ericom Access Pad. The main content area features a news section with two articles: 'A letter from LPVEC Transportation' and 'School Choice Applications 2023/2024'. A calendar of events is also visible on the right side of the page.

Southwick-Tolland-Granville Regional School District

86 Powder Mill Road, Southwick, MA 01077  
413-569-5391

NEWS

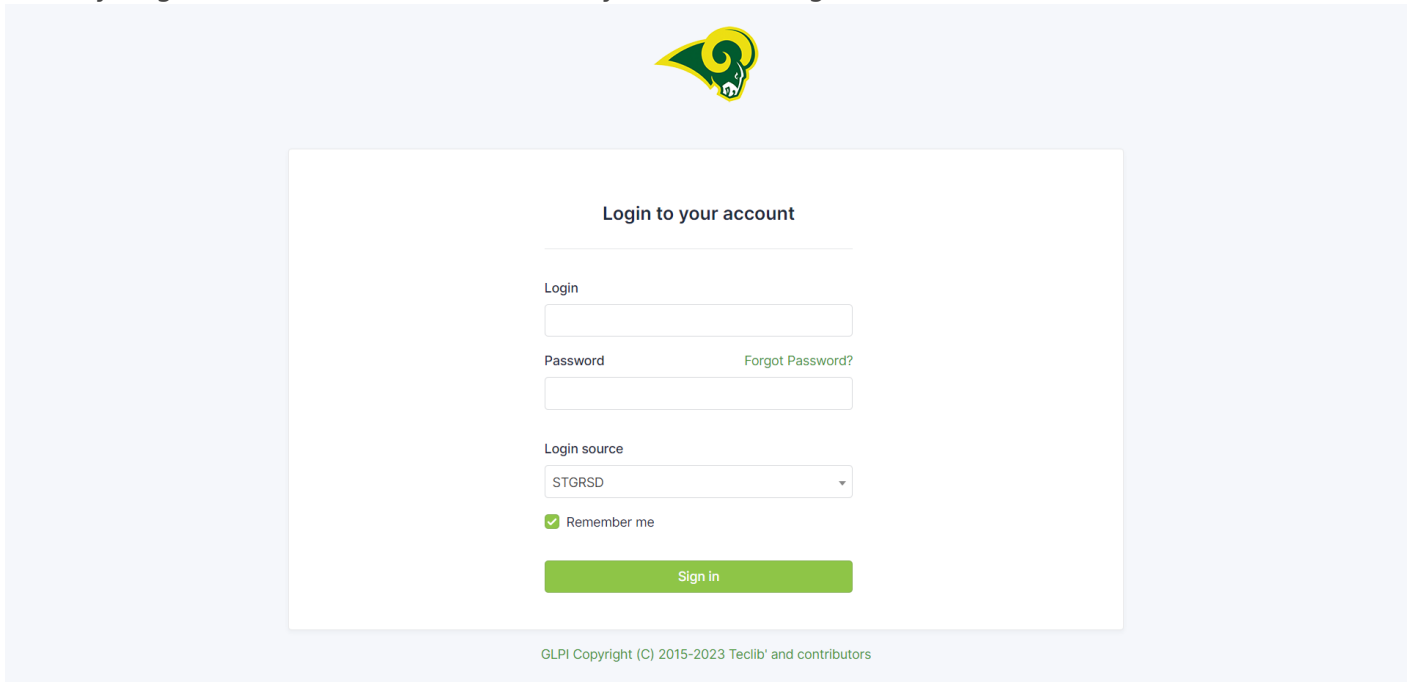
27APR THU AFTER SCHOOL CHORUS  
2:40PM - 3:40PM  
(P.M. Auditorium)

27APR THU ART VENTURES  
2:40PM - 3:40PM  
(P.M. Cafeteria)

01MAY MON GIRLS ON THE RUN  
2:40PM - 4:00PM  
(P.M. Health Room-B113/PM Auditorium)

02MAY TUE ALL STAR BAND  
2:40PM - 3:40PM  
(P.M. Auditorium)

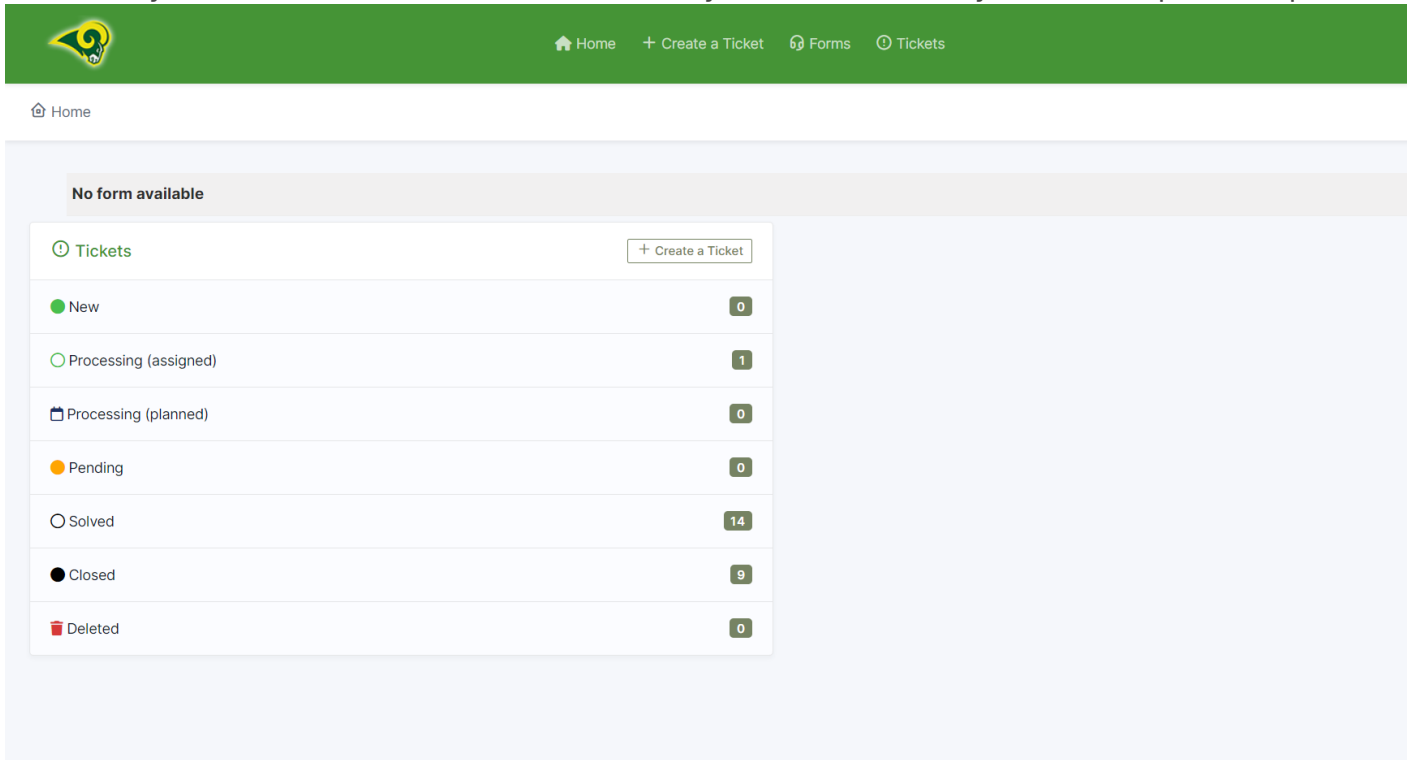
When you go to either of those addresses you should be greeted with this screen:



On this screen you'll type in your district username and password and click on "Sign in"

*NOTE: Make sure that the Login source is set to "STGRSD". It's set to that by default.*

After that you'll see this home screen. From here you can view all of your tickets, past and present.



Click on "Create a ticket" on the header to submit your ticket.

+ Create a Ticket

0

1

On this page you just need to select the Category, Location, and type in the Description and Room.



Describe the incident or request

Type Request

Category \* Laptop

Locations \* -----

Description \*

File(s) (500 MB max) i

Drag & drop your file here, or

Choose Files

No file chosen

Room \*

+ Submit Message

After filling out your ticket, click on Submit Message

File(s) (500 MB max) *i*

Drag & drop your file here, or

Choose Files | No file chosen

Room \*

+ Submit Message

After you do that, you will receive an email confirming your ticket confirmation and someone from the tech team will get in touch with you shortly.

# How To Manage Your Active Tickets

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When you go to either of those addresses you should be greeted with this screen:



### Login to your account

Login

Password

[Forgot Password?](#)

Login source

Remember me

Sign in

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Once you login using your district username and password, you will be able to access the ticketing systems home screen.



[Home](#) [+ Create a Ticket](#) [Forms](#) [Tickets](#)

[Home](#)

No form available

[Tickets](#)

[+ Create a Ticket](#)

New

0

Processing (assigned)

1

Processing (planned)

0

Pending

0

Solved

14

Closed

9

Deleted

0

On this screen you can click on any of the ticket status fields. In the above picture you can see that this test account has one open ticket under the "Processing (Assigned)" status. If you click on that, it'll bring you to this screen:

Home / Tickets + Add Search Lists

Characteristics - Status is Processing (assigned)

rule global rule group Search ☆

Actions [Icons]

ID	TITLE	STATUS	LAST UPDATE	OPENING DATE	REQUESTER - REQUESTER	ASSIGNED TO - TECHNICIAN	CATEGORY
55	This is the test request for documentation!	Processing (assigned)	2023-04-27 11:40	2023-04-27 11:40	Stu Dent1	gipi	Accounts

15 rows / page Showing 1 to 1 of 1 rows

Click on the ticket you'd like to view and you'll be brought here:

Home / Tickets + Add Search Lists

This is the test request for documentation! (55) 1/1

**Tickets**

- Statistics
- Historical 6
- All

Created: 9 minutes ago by Stu Dent1

This is the test request for documentation!

**Tickets**

Type: Request

Category: Accounts

Status: Processing (assigned)

Locations: Central Office

Room: IT Office

---

**Actors** 2

Assigned To: gipi

---

**Items** 0

Answer Cancel my ticket Save

On this page you can chat with a technician, change the room number, or even cancel your ticket. Make sure to click "Save" in the bottom right once you're done!