

# 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 homepage of the Southwick-Tolland-Granville Regional School District website. The left sidebar is green and contains the district logo, name, and contact information. The main content area features a large banner image of a school building. A navigation menu is visible at the top, and a dropdown menu is open under the 'STAFF' link, with 'IT Help Desk' highlighted by a red circle. Below the banner, there are several circular icons representing different services. The bottom section includes a 'NEWS' area with two articles and a list of upcoming events.

**Southwick-Tolland-Granville Regional School District**  
Preparing students to persevere, adapt and thrive in an ever-changing world  
86 Powder Mill Road, Southwick, MA 01077  
413-569-5391

**STAFF** dropdown menu:  
Office 365  
Clever  
PlusPortals  
**IT Help Desk**  
Maintenance Request  
ESPED & Professional Growth  
Checking Voicemail Remotely  
Rediker Ericom Access Pad


**NEWS**

- APRIL 2023**  
A letter from LPVEC Transportation  
Bus Changes Effective April 24, 2023
- APRIL 2023**  
School Choice Applications 2023/2024  
STGRSD is accepting applications for School Choice seats for the 2023/2024 school year.

**UPCOMING EVENTS**

Date	Event	Time	Location
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:



### Login to your account

Login

Password

Forgot Password?

Login source

STGRSD

☒ Remember me


Sign in

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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.



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


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.



 Home

+ Create a Ticket

 Forms

 Tickets

Home / + Create a Ticket

Describe the incident or request

Type

Request

Category \*

Laptop

i

Locations \*

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i

📍

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) 

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.

Revision #3

Created 27 April 2023 14:57:02 by Jared Mapel

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