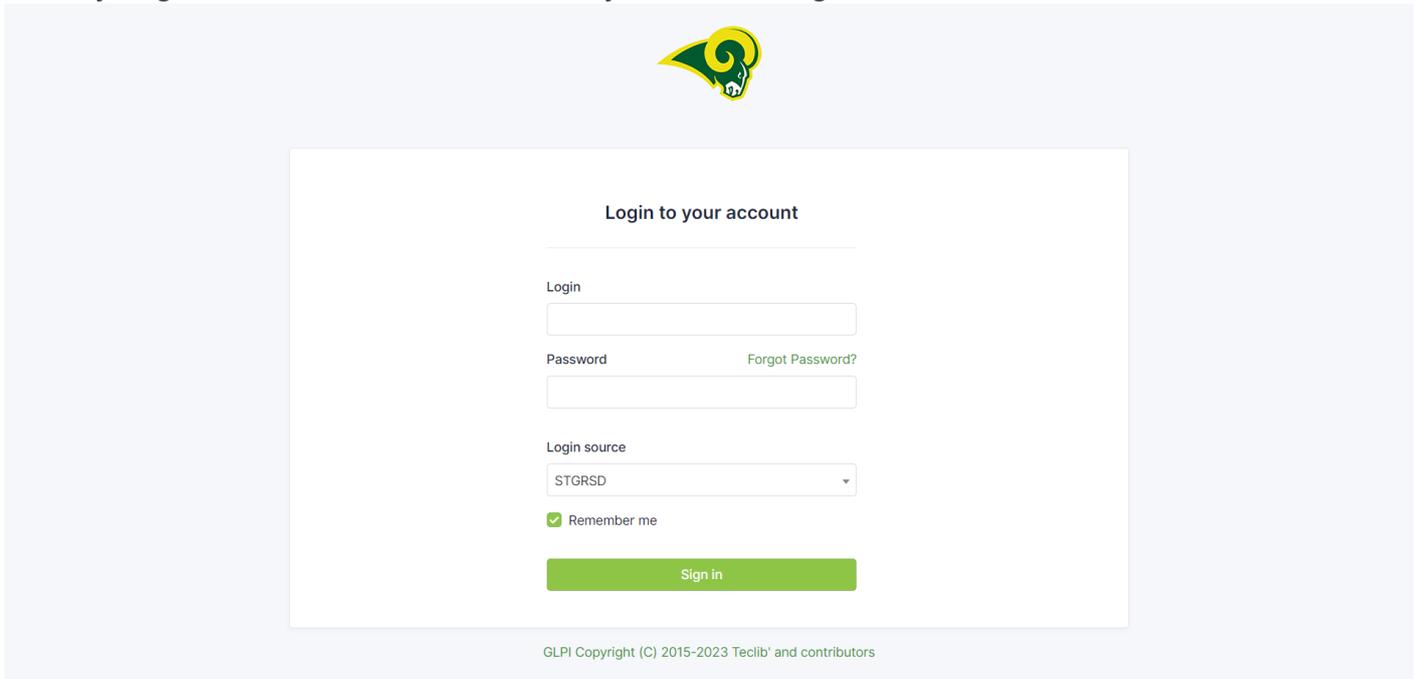


How To Create A Ticket

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. The STAFF menu is open, and 'IT Help Desk' is circled in red. Other menu items include Office 365, Clever, PlusPortals, Maintenance Request, ESPED & Professional Growth, Checking Voicemail Remotely, and Rediker Ericom Access Pad. The main content area features a banner image of a school building, a row of service icons (District Calendar, Lunch Menus, Mark Permits, Enrolling Students, COVID-19 Updates, Transportation Forms), and a NEWS section with articles from April 2023, including 'A letter from LPVEC Transportation' and 'School Choice Applications 2023/2024'. A sidebar on the right lists upcoming events: 27 APR THU AFTER SCHOOL CHORUS, 27 APR THU ART VENTURES, 01 MAY MON GIRLS ON THE RUN, and 02 MAY TUE ALL STAR BAND.

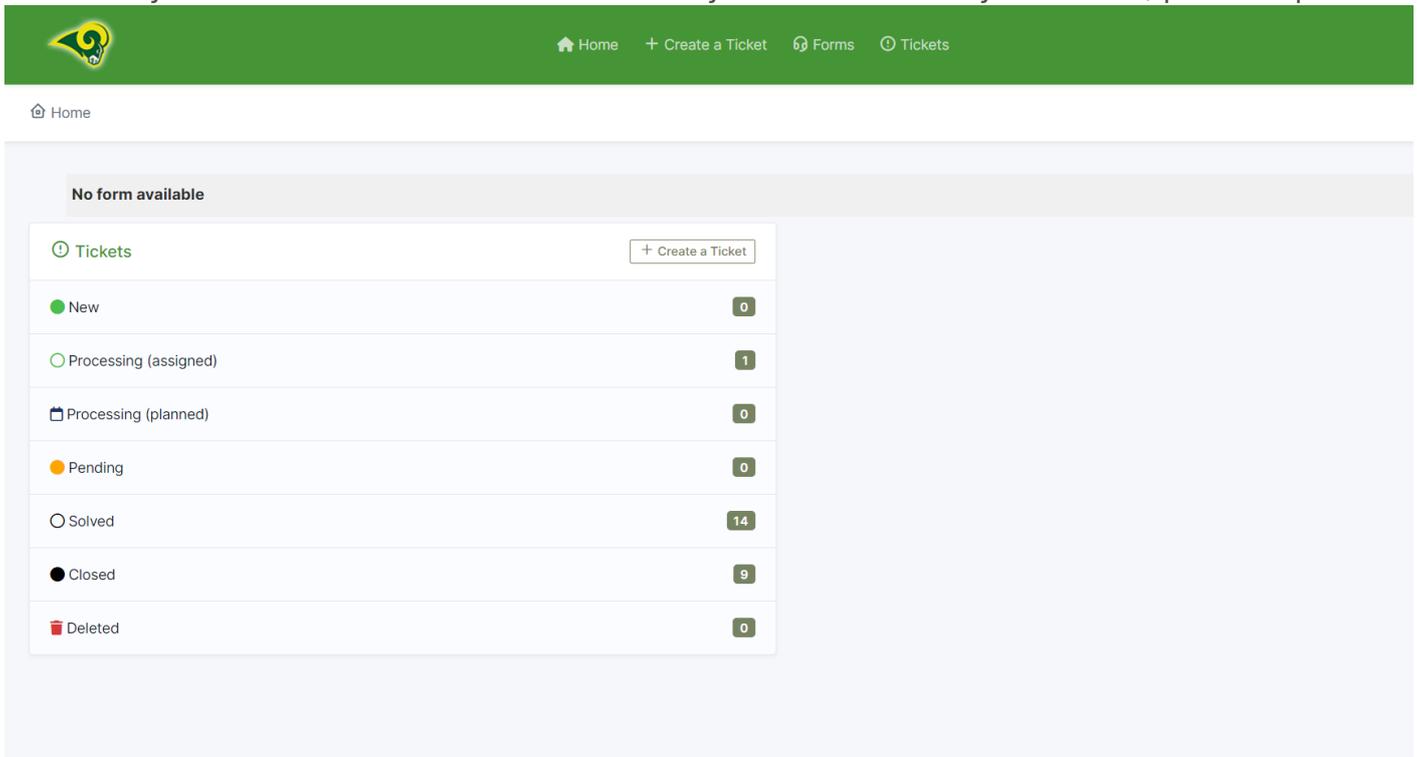
When you go to either of those addresses you should be greeted with this screen:



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](#)

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



Describe the incident or request

Type Category * iLocations * i 🗨Description * File(s) (500 MB max) i

Drag & drop your file here, or

Room *

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 your shortly.

Revision #3

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

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