

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 calendar of events for April and May.

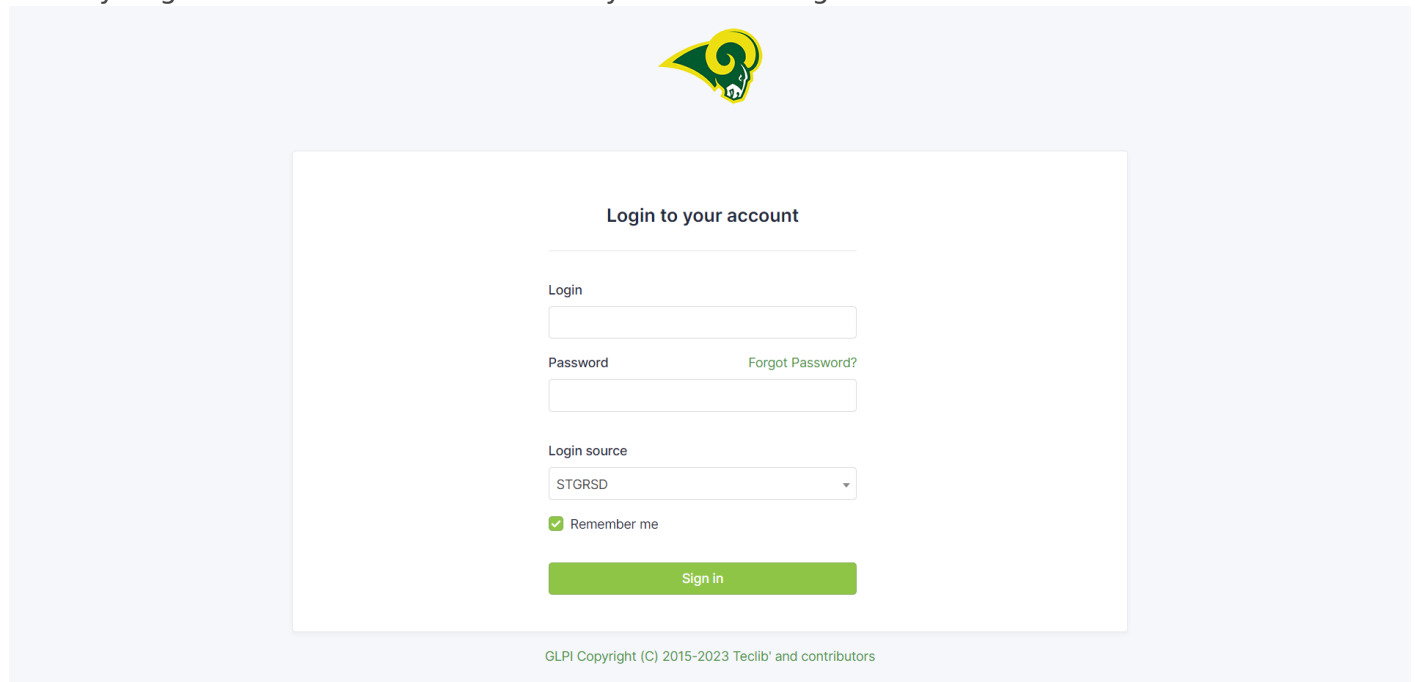
Southwick-Tolland-Granville Regional School District
Preparing students to persevere, adapt and thrive in an ever-changing world
86 Powder Mill Road, Southwick, MA 01077
413-569-5391

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.

Calendar of Events:
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:



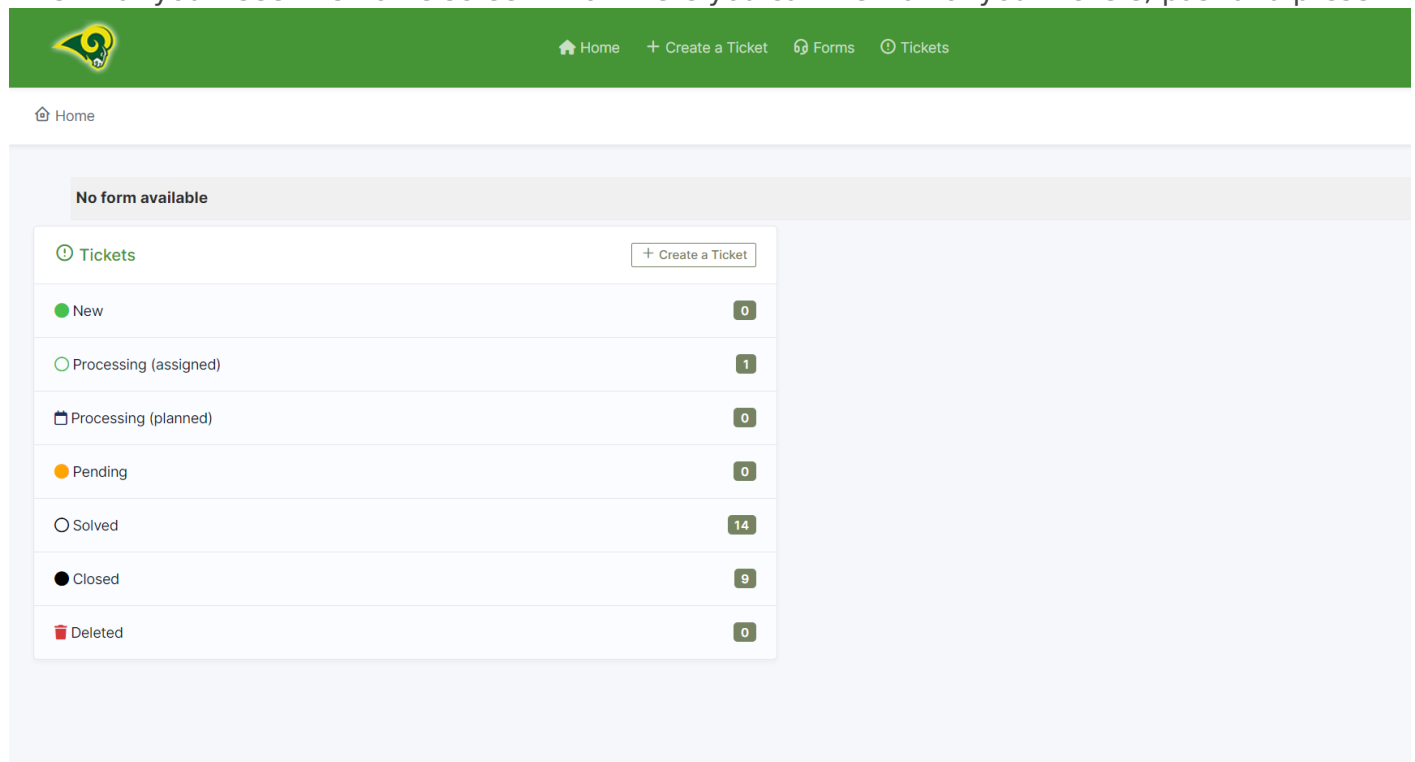
STGRSD

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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 *

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

Updated 27 April 2023 17:49:51 by Jared Mapel