

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 displays the website for the Southwick-Tolland-Granville Regional School District. The left sidebar features the district's logo, name, and contact information. The main content area includes a navigation menu with 'STAFF' highlighted, a carousel of school photos, a row of service icons, and a 'NEWS' section with two articles. A right-hand sidebar lists 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

Navigation Menu: HOME, ABOUT STGRSD, DEPARTMENTS, COMMUNITY, SCHOOL COMMITTEE, OUR SCHOOLS, **STAFF**

Service Icons: District Calendar, Lunch Menus, Mark Permits, Enrolling Students, COVID-19 Updates, Transportation Forms

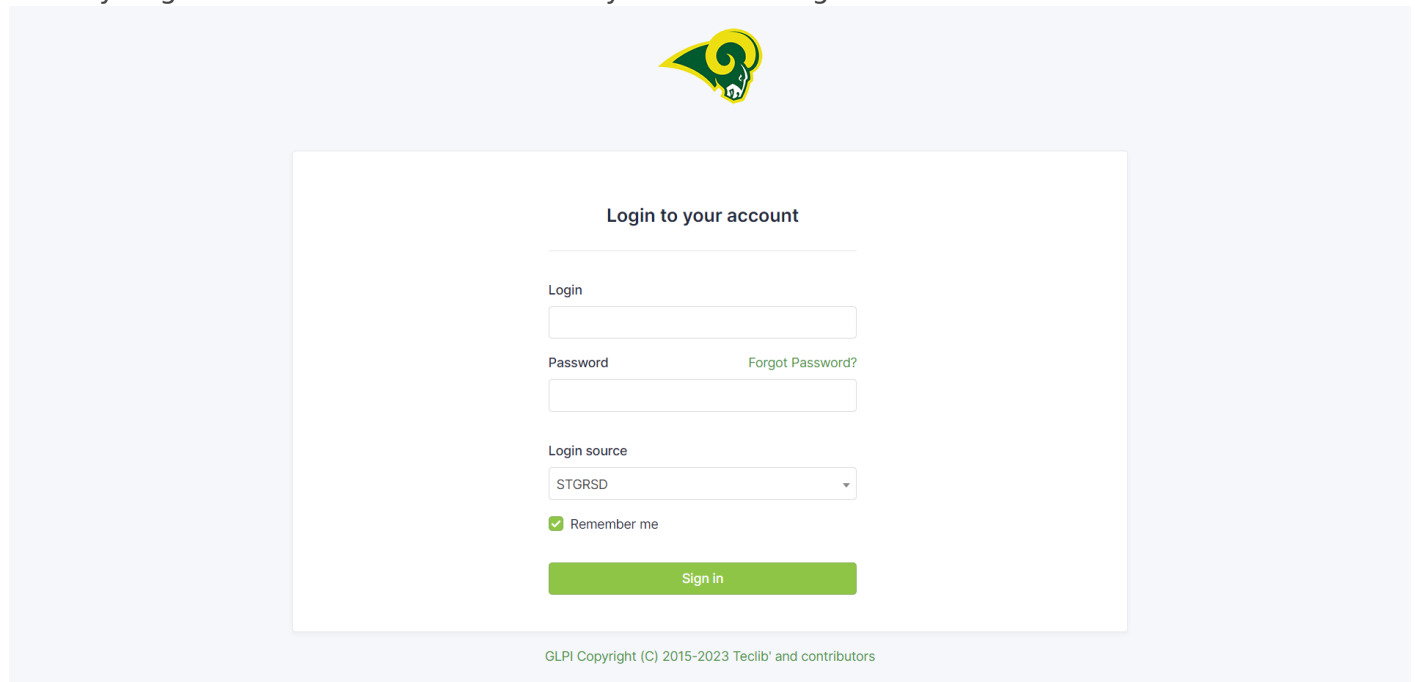
NEWS

- 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
27 APR THU	AFTER SCHOOL CHORUS	2:40PM - 3:40PM	(P.M. Auditorium)
27 APR THU	ART VENTURES	2:40PM - 3:40PM	(P.M. Cafeteria)
01 MAY MON	GIRLS ON THE RUN	2:40PM - 4:00PM	(P.M. Health Room-B113/PM Auditorium)
02 MAY 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

Login to your account

Login

Password [Forgot Password?](#)

Login source

STGRSD

☒ Remember me

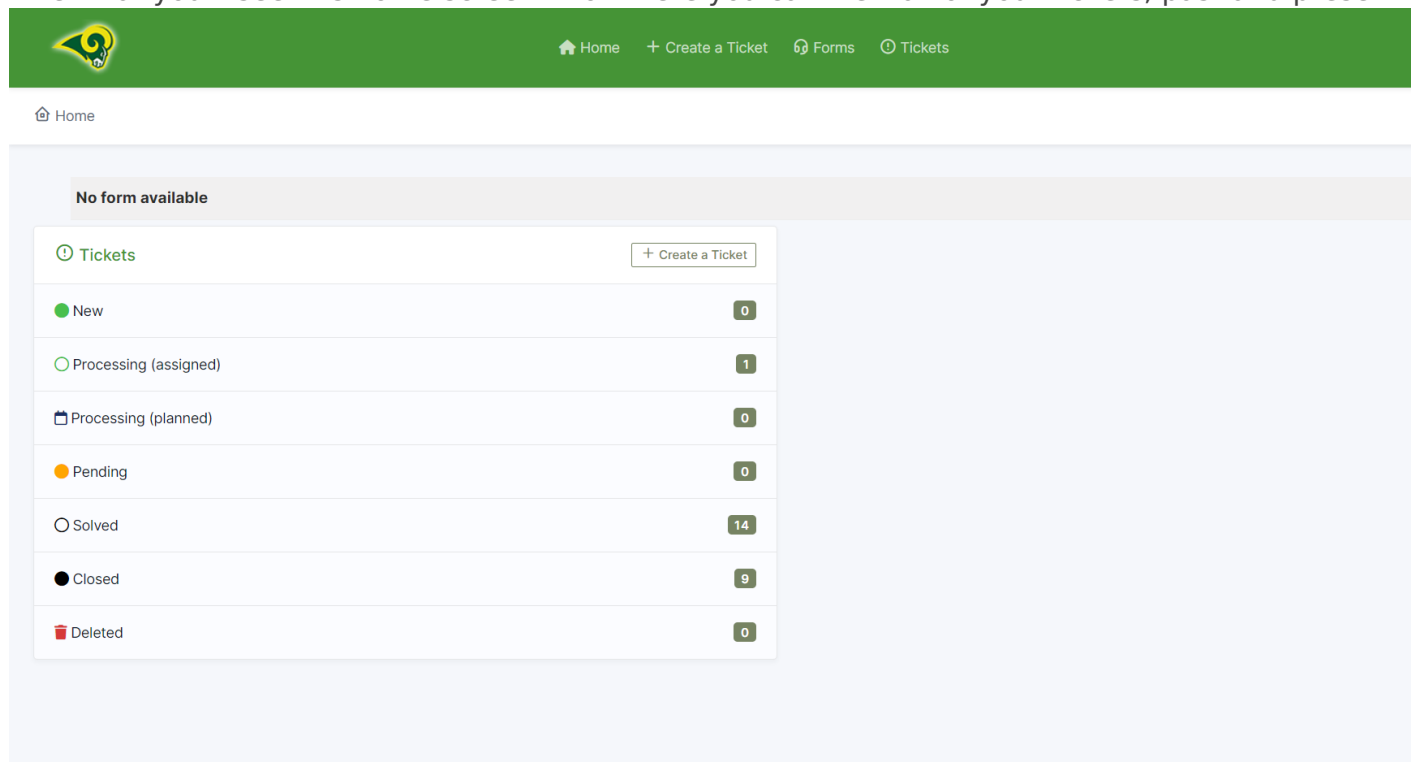
Sign in

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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.



STGRSD

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) 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.

Revision #3

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

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