

How To Manage Your Active Tickets

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, with 'IT Help Desk' 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 'NEWS' section with articles like 'A letter from LPVEC Transportation' and 'School Choice Applications 2023/2024'. A calendar of events is also visible on the right side.

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

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!

Answer Cancel my ticket

Tickets

Type Request

Category * Accounts

Status Processing (assigned)

Locations * Central Office

Room * IT Office

Actors 2

Assigned To

gipi

Items 0

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!

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