

# 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 Southwick-Tolland-Granville Regional School District website. The left sidebar is green and contains the district logo, the name 'Southwick-Tolland-Granville Regional School District', the tagline 'Preparing students to persevere, adapt and thrive in an ever-changing world', the address '86 Powder Mill Road, Southwick, MA 01077', the phone number '413-569-5391', and social media icons for Facebook, Instagram, and Email. The main content area has a white header with a search bar and navigation links: HOME, ABOUT STGRSD, DEPARTMENTS, COMMUNITY, SCHOOL COMMITTEE, OUR SCHOOLS, and STAFF. Below the header is a large photo of Powder Mill School. To the right of the photo is a green dropdown menu with the following items: Office 365, Clever, PlusPortals, IT Help Desk (circled in red), Maintenance Request, ESPED & Professional Growth, Checking Voicemail Remotely, and Rediker Ericom Access Pad. Below the photo is a row of six circular icons: District Calendar, Lunch Menus, Work Permits, Enrolling Students, COVID-19 Updates, and Transportation Form. The 'NEWS' section features two articles: 'A letter from LPVEC Transportation' and 'Bus Changes Effective April 24, 2023', and 'School Choice Applications 2023/2024'. The right sidebar contains a calendar of events for April and May, including 'AFTER SCHOOL CHORUS', 'ART VENTURES', 'GIRLS ON THE RUN', and 'ALL STAR BAND'.

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	glpi	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

Tickets

Statistics

Historical

All

Created: 9 minutes ago by Stu Dent1

This is the test request for documentation!

Tickets

TypeRequest

Category \*Accounts

StatusProcessing (assigned)

Locations \*Central Office

Room \*IT Office

Actors 2

Assigned To

glpi

Items 0

Answer

Cancel my ticket

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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