

HOW TO SUBMIT A HELP DESK TICKET FOR DEVICES CHECKED OUT TO STAFF



STEP 1: Go to opusd.org



In the top right hand corner, click on: "Tech HelpDesk"

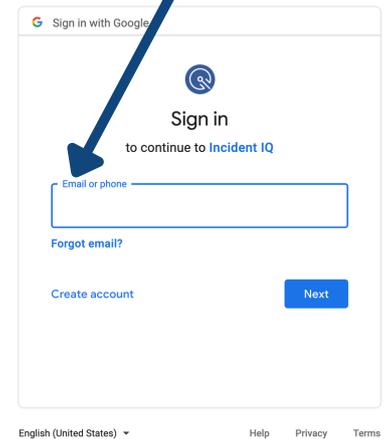


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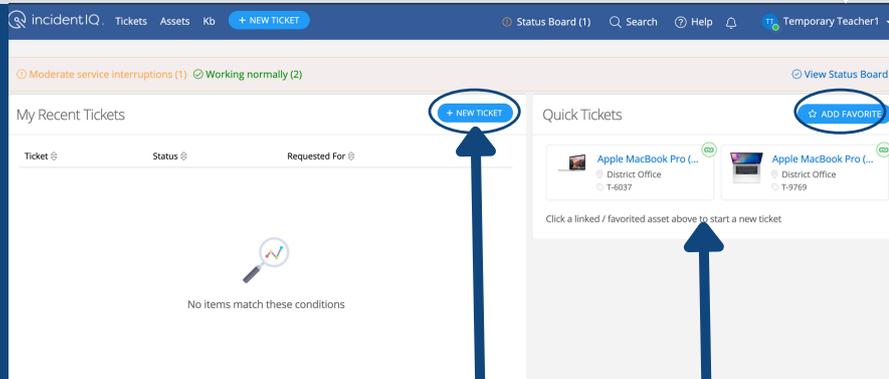
Step 2: Log in with Google SSO - use @opusd.org email address



Step 3: Create a new ticket

Option 1: Click on your device on the right hand side in the "quick ticket" section

Option 2: If your device is not listed, click on new ticket



Option 2

Option 1

Step 4: Select an issue

Choose an issue from the choices given or select "issue not listed"

OR

Type your issue in the "search" box and select a choice from the search results

Step 5: Describe the issue and submit your ticket

Please describe your issue with as much detail as possible.

Location/Room Details *
If you have additional details regarding where this issue is located please enter those details here

Is this ticket urgent?
Is it stopping you from completing your tasks?

Does this ticket contain protected student information? *
Such as Student Education Records or Student Personally Identifiable Information

Notify additional users?
Add users in addition to yourself and who the ticket is for that you would like to be notified about this ticket

Attach file(s)
Upload any files or screenshots you have that can help resolve the issue.

Site and room number

You do not need to add yourself here - add others who want to know about this ticket

Take a screenshot and upload if it needed: Shift + Command + 3

SUBMIT TICKET

Step 6: Check the status of your ticket

Ticket #336931 has been successfully submitted!
You can view your ticket details below. Additionally, a confirmation email has been sent to you.

Ticket # 336931
Dell Latitude 3350 - Power > Won't charge

For: Ben Fowler
Location: Appletree Middle Room: 103
Created: 3/01/2021
Status: Submitted

Issue: Won't charge
is the Device usable? No

Recommended Solution
Not Charging
Not charging
LEARN MORE

Timeline
Add a comment

You can go back to incident IQ to check the status of your tickets OR wait for an email on the status of your ticket

You did it!