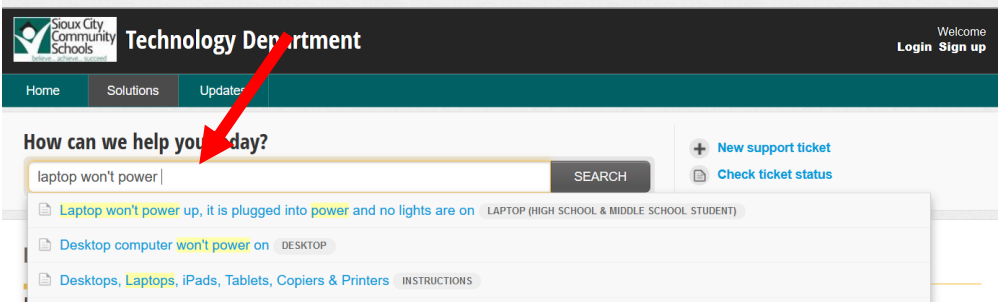
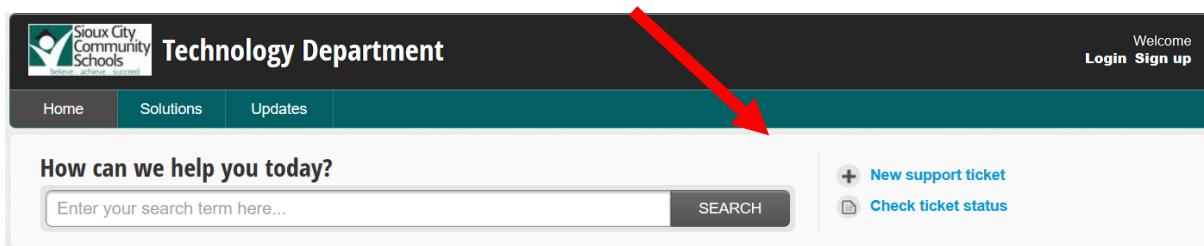


# Instructions for Students to Create a Help Desk Ticket

1. Go to <http://sccsd.freshdesk.com/support/home>
2. Click on the Solutions tab first to see if you can resolve the issue without creating a ticket. At “How can we help you today?” type the problem you are having and click Search. Look at the solutions. If you are unable to fix the problem create a ticket.



3. Click New support ticket



4. At Requester, type your email address and your name on the second box.

Requester \*

5. At Problem, type a brief description of the problem

Problem \*

6. Choose your school (even if you are learning online from home)

Building \*

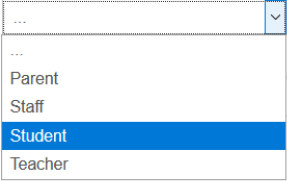
7. At Room Number or Area (Staff & Teachers) type Home if you are learning online from home and a phone number where you can be reached.

Room Number or Area (Staff & Teachers)

8. At Customer, choose Student

Customer \*

If the issue you choose is Phone (Desk) type your phone extension



9. At Issue, choose an issue from the dropdown arrow

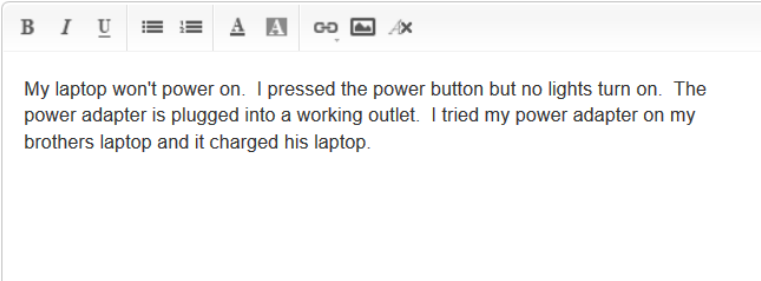
Issue \*

Computer



10. At Description, type a detailed description of the problem and what you have done to troubleshoot.

Description \*



11. Click Submit. Your ticket will be automatically assigned to a technician who will contact you.

Submit Cancel

