Trouble Ticket System Instructions

The technology department uses a trouble ticket system called Freshdesk. Detailed instructions on how to use the system are below:

1. Log in to your school email account.

2. In the top right corner, click the little group of squares which will show you your Google Apps. See picture below.

3. Scroll to the bottom or click on "More" and you will see a green "Freshdesk" icon. See picture below.

4. Click on the green Freshdesk icon which will take you to the new trouble ticket website.
5. On the right side of the page, click on "New support ticket". See picture below.

6. Your email address should already be filled in. Fill out the ticket, and click Submit. See picture below.

7. That's it! You should get an email letting you know we have received the ticket. If needed, you can reply directly from the email. Also, the email will contain a link to the ticket so you can close, update, etc.