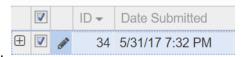
## How to Submit a Ticket

- Go to <a href="https://www.myschoolbuilding.com/sso/default.aspx?acctnum=969067520&ProductID=TEHPDK">https://www.myschoolbuilding.com/sso/default.aspx?acctnum=969067520&ProductID=TEHPDK</a> and log in using the same credentials used for a Elmore County Schools computer.
- Once logged in, follow any provided guidelines detailed in the Instructions section and complete all required fields marked with a red line. Once all fields are complete, click on *Create Ticket*.

## How to View Submitted and Edit Tickets

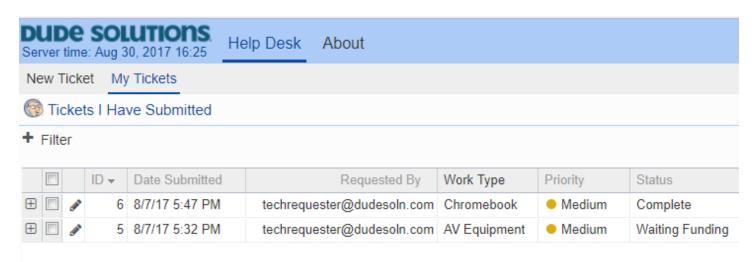
 After the ticket is created click on the My Tickets tab located to the right of the New Ticket button on the grey bar.



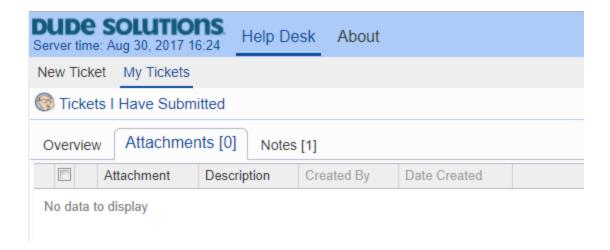
- To edit created tickets click on the pencil icon to the left of the ticket ID.
- From this view you have the ability to *Cancel* or *Clone Ticket* located in the bottom & center of the screen.
  - o Cancel Ticket: This will cancel the ticket and alert the assigned Technician.
  - Clone Ticket: This will create a copy of the ticket if you need to make multiple tickets with similar issues.

## How to add an attachment to a ticket

- In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments.
- From the *My Tickets* tab, click on the *Pencil Icon* next to the ticket where you want to add the attachment.



• On the ticket, select the **Attachments tab**.



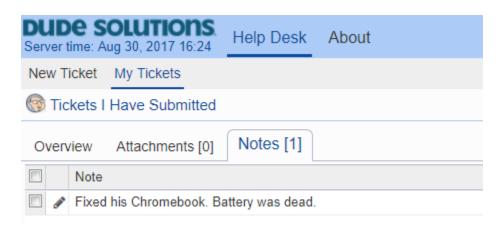
- From the attachments tab click on New located at the bottom and center of the page.
- Next click on the Gear Icon next to Attachment.



- Click Browse, navigate to your attachment, and click on the Submit button.
- After the file has been selected, provide a brief description for the attachment and click Save at the bottom of the screen.

## How to add a note to a ticket

- Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.
- From the *My Tickets* tab, click on the *Pencil Icon* next to the ticket where you want to add the note.
- On the ticket for select the *Notes* tab.



- From the Notes tab click **New** at the bottom.
- Enter the note in the open text field and click *Save* at the bottom of the screen.