## How to Submit a Technology Ticket

 Click on the link below to access the Manage Ticket Engine: <u>https://ithelp.washtenawisd.org/</u>

You will see a screen that looks like this:

			0.00
er to	Washtenaw ISD	Username Password	
help		Keep me signed in Login	<u>Options &gt;</u>
The solution			

 Please use the following username and password credentials: Username: flastname Password: flastname12

Example Account (using Ben Smith as example): Username: bsmith Password: bsmith12

After typing in your login credentials, click on "Options", select "Local Authentication" from the drop down, then click "Login" (see below).



3. You are now logged into the system – it should look like the screenshot below. Click on the link that says "Submit Your Request" to continue (circled below in red).

Washtenaw ISD	Home R	Requests	Solutions	My Details
Request Catalog 🔻				
嚞 My Requests Summary				Submit your request
Pending	0		20	Click above link to report all issue of to request a service.
Awaiting Approval	0			Popular Solutions

4. It will open up a new page. Click on "Lincoln Consolidated School District Default Incident Template" as circled below in red.

A REGIONAL EDUCATIONAL SERVICE ACENCY equest Catalog	Home Requests Solutions My Details
Template Categories	Search Search
🚓 Others	Lincoln Consolidated School District Default Template Default Template for LCS

5. Once you're in, you will need to fill out the sections that have a red asterisk next to it. These fields would be Category, Phone Contact Number, Subject, Building Name, Room Number, and Description (all are circled in red for your reference)

Washtenaw ISD	Home Requests Solutions My Details	Personalize	Log out [ Itest ]
Search	New Request Change Template Lincoln Consolidated School Dist 🔻	1	
Enter Solutions Keyword	Priority Medium   Site Lincoln Consolidated School	l District اد	
	Requester Details		
Recent Items	* Name		
	Contact number Department Technology and Data Service	ces	
	Job Title Test Account		
	Category * Email   Phone Contact Number * 734-484-7004		
	Subcategory GMAIL   Building Name - All Districts * Lincoln - High School		•
	llem Select Item Room Number * 1548		>
11	* Subject G-Mail Not Working		
	Description * F, T, B I U E E E E I: T * * * * * * * * *		
	G-mail account that I have isn't working. Can this be fixed?		

6. When you're finished, scroll down to the bottom of the screen and click on "Add Request" (circled in red)

E-mail Id(s) To Notify	
Attachments : Attach file	
	$\frown$
	Add request Reset Cancel

7. That is it. You have successfully completed a Technology Work Request.