How to Submit a Technology Ticket

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

   You will see a screen that looks like this:

   ![Image of login screen](image1.png)

2. 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).

   ![Image of login screen with options](image2.png)
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).

![Screenshot of the system interface]

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

![Screenshot of the template selection]

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

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