

Submitting a Technology Helpdesk Ticket



Also, you can bookmark the helpdesk ticket link for easy access:

<https://gcstcs.gcsnc.com/support/home>

Click Sign in. If asked, sign in using your GCS username and password.

GUILFORD County Schools Technology Services Customer Support 1-336-370-8179

HOME SOLUTIONS **SIGN IN**

Enter your search term here...

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- Your Tickets**
Login to view your requests
- Pending Approvals**
Requests waiting for your Approval
- Report an Incident**
Raise an incident with your support team
- Request New Service**
Raise a request for a new device or service
- Browse Solutions**
Find the answers to your queries in our exhaustive solutions

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Before placing your ticket, Browse Solutions. You might find a quick and easy fix.



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Your Tickets

All your tickets, responses & activities



Pending Approvals

Requests waiting for your Approval



Report an Incident

Raise an incident with your support team



Request New Service

Raise a request for a new device or service



Browse Solutions

Find the answers to your queries in our exhaustive solutions



Before placing your ticket, make sure you try the following:

1. Browse the [solutions page](#) on the previous slide.
2. Restart your device.
3. Check to make sure the device and all accessories are plugged in.



If you don't find the solution, click New Ticket.



Enter your search term here...



Announcements [View all](#)



Your Tickets

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Provide concise and complete information.

Submit a ticket

Search a requester *

thomasj2@gcsnc.com

Provide your email.

Add cc

Requester Type *

...

Who's having the problem - GCS Staff, Student, or parent?

Subject *

Quick descriptor for Subject (ex. Printing issue).

Description *

B *I* U          

Describe the problem that you're seeing and all that you've done to try and fix the problem.

 Attach a file

Contact Phone # *

You can add your school or cell phone number here.

School/Site *

...

Choose your school.

As you begin filling out your ticket, pay attention to the articles on the side - they may provide a solution for you!

Submit a ticket

Search a requester *

thomasj2@gcsnc.com


Add cc

Requester Type *

...

Subject *

Description *

B *I* U           

 Attach a file

Contact Phone # *

School/Site *

...

Related articles



Solution articles relevant to the subject will be displayed here.

Finish the form by providing concise and complete information.

Room Type * **Choose the appropriate room type.**

Room/Building **Provide your room number to help the technician find you.**

Category * ***Make the best determination for category.**

[+ Associate Asset](#) **Click here to associate the asset (directions on next slide).**

*Review all categories before making your selection. This determines which Technology Services team receives the ticket. If the category is incorrect, it will have to be reassigned, delaying the correct teams' receipt of the ticket and the subsequent work needed.

Associate Asset

My Assets (1) Search Other Assets (0)

| | Name | Asset tag | |
|-------------------------------------|--------------|-------------|--------|
| <input checked="" type="checkbox"/> | FVFZ6W53LYWG | T19-04152 | Laptop |
| <input type="checkbox"/> | GG7ZXPUAMF3Q | 2020-015913 | iPad |

In this window, Associate the Asset tag to connect the device to the issue.

If your asset tag doesn't show up, click Search Other Assets, and search for your device's asset tag. Please type it exactly as you see it on the device.

1.

Your device should be listed here. Check the box beside the asset tag number that matches the one on your device.

2.

Total Assets Selected - (1)

Cancel



3.

Once you find and select the asset tag, click Associate (button behind the helpful puppy).

You'll see the Associated Asset here.
Click to submit, and help is on the way!

School/Site *

Room Type *

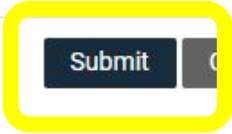
Room/Building

Category *

LR05MCA5 × FVFZ6W53LYWG ×

Successful Asset Tag Association!

+ Associate Asset



Submit Cancel

Have issues submitting your ticket?

**Contact GCS' Customer Service for support
at helpdesk@gcsnc.com or 336.370.8179.**

