

TECHNOLOGY SERVICES



Customer Service with Fresh Service Requester Guide

Customer Service Portal Dashboard

This is your Dashboard.



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

Your Tickets

Here you will see your submitted Incident and Service Request Tickets.

Pending Approvals

This feature is not used at this time.

Report an Incident

Here you can submit a new Incident Ticket.

Request a New Service

Media Specialist or Treasurer Only. Service Requests are for new technology items, cabling, etc.

Browse Solutions

Here are valuable resources for self-help. Solutions to common problems can be found with detailed instructions. New Solutions will be added regularly.

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Submit an Incident Ticket

When you have selected **Report an Incident** you will see the **Ticket** screen.

Submit a ticket

Subject

Description *

B *I* U

[Attach a file](#)

Search a requester *

[Add cc](#)

Contact Phone # *

School/Site *

Room Type *

Room/Building

Category *

[+ Associate Asset](#)

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The screen contains fields for information that will assist us in quickly resolving your issue. Please fill in as many as possible; the more information the better. Fields marked with a * are required and must be filled in before the ticket can be submitted.

Fields

Subject - Enter a brief subject describing the problem. Example: "Cannot Login to Computer"

Description - Provide a more detailed description of the problem including any additional relevant information such as when the problem occurs, is it constant or intermittent, is it all users or just you, etc. The more information you provide will assist us in resolving your ticket quickly. You may attach a file, such as a screen shot, if helpful.

Search a Requester - This field will default to your email address. If you are submitting a ticket for someone else, you can search for another person by their email or last name. You can also add a CC field to copy another user on the ticket. This user will receive copies of all notifications.

Contact Phone Number - Enter the best phone number to use to contact you. Include both outside number (336-555-1234) and VoIP number (725999) if possible.

School/Site - Select the school or site where the problem occurs from the drop-down.

Room Type - Select the appropriate room type from the drop-down.

Room/Building - Enter the room number and building where the problem occurs. If the room is not numbered, include a brief description (Ex: Asst. Prin.)

Category - Select the closest category from the drop-down.

Access Control (FOB)	Access control and FOBs.
AS400	AS400 related issues: HRMS, SARTOX, etc.
Audio Visual	Projectors, Audio Enhancement, Document Cameras, etc.
Burglar Alarm	Burglar alarm panel, cannot arm, etc.
Cabling	Damaged network jack, patch cable, etc.
Cell Phone	District provided cellular phone. Does not include tablets, unless they have cellular service.
Computer	Desktop, laptop, or tablet. Hardware or software.
Copier/Printer/Scanner/FAX	Issues with printing, copying, FAX, scanning. For PIN resets use the category User Account.
Door Camera Buzzer	Entry door camera/buzzer system.
Fire Alarm	Fire monitoring panel, detectors, etc.

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Panic Button	Front office Panic Button device.
Network	Entire school or large section of wired or wireless network is down.
Paging	Paging and Intercom system.
Phone (desktop)	Desktop phones including Cisco, Nortel, etc.
Security Cameras	Security cameras and software. Does not include document cameras.
Server	Rarely used. Includes alarms from network closet.
SharePoint/Intranet	SharePoint sites or apps, and district Intranet.
User	User issues such as passwords, PINs, email, etc.
Voicemail	Voicemail issues such as PINs, messages, etc.
Website	School or district website.

Some categories will open additional fields.

Category *

Asset Tag

Model

Serial #

Asset Tag - Enter the GCS asset tag number exactly as it is printed on the tag. (Ex: T19-0345) Asset tags are small bar code stickers attached to the device. Not all devices have an asset tag.

Model - Enter the model of the device, usually on the front of the device. (Ex: Optiplex 8550)

Serial Number - Enter the serial number of the device if it is accessible and readable.

Associate an Asset - *This field is for Technology Services use only.*

Once all information has been entered, click the **Submit** button. If any required fields have not been entered they will be highlighted in red.

You will receive an email with your ticket information.