

# Technology Issues

## Submitting a Help Desk Ticket Using Fresh Service

### Help Desk Website

gcstcs.gcsnc.com

**Subject** – Type a brief title for the issue

**Description** – Type a detailed description of the problem using as many specifics as possible. Be sure to include the steps you've already taken to fix the problem, like restarting or checking to ensure cables are plugged in.

**Search a Requester** – Enter your GCS email

**Contact Phone** – Enter the school's phone number

**School/Site** – Select the correct school

**Room Type** – Select the correct room type

**Room/Building** – Enter your room number

**Category** – Select the appropriate category (see the back of this paper for more details)

**Associate Asset** – Click and type in the GCS asset tag number, found on a GCS barcode sticker when applicable, of the item needing repair

### Submit an Incident Ticket

Modified at: Jan 14, 2020 at 8:03am

When you have selected **Raise a Ticket** with Spot or **Report an Incident** from the Classic view, you will see the **Ticket** screen.

#### Submit a ticket

Subject

Description \*

B I U [bulleted list] [numbered list] [link] [image] [video] [code] [undo] [redo]

[Attach a file](#)

Search a requester \*

[Add cc](#)

Contact Phone # \*

School/Site \*

Room Type \*

Room/Building

Category \*

[Associate Asset](#)

Submit

Cancel

**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.   |
| 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 * | <input type="text" value="Computer Hardware or Software"/> |
| Asset Tag  | <input type="text"/>                                       |
| Model      | <input type="text"/>                                       |
| Serial #   | <input type="text"/>                                       |