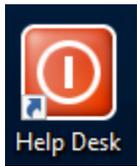# Submitting and Viewing Helpdesk Tickets
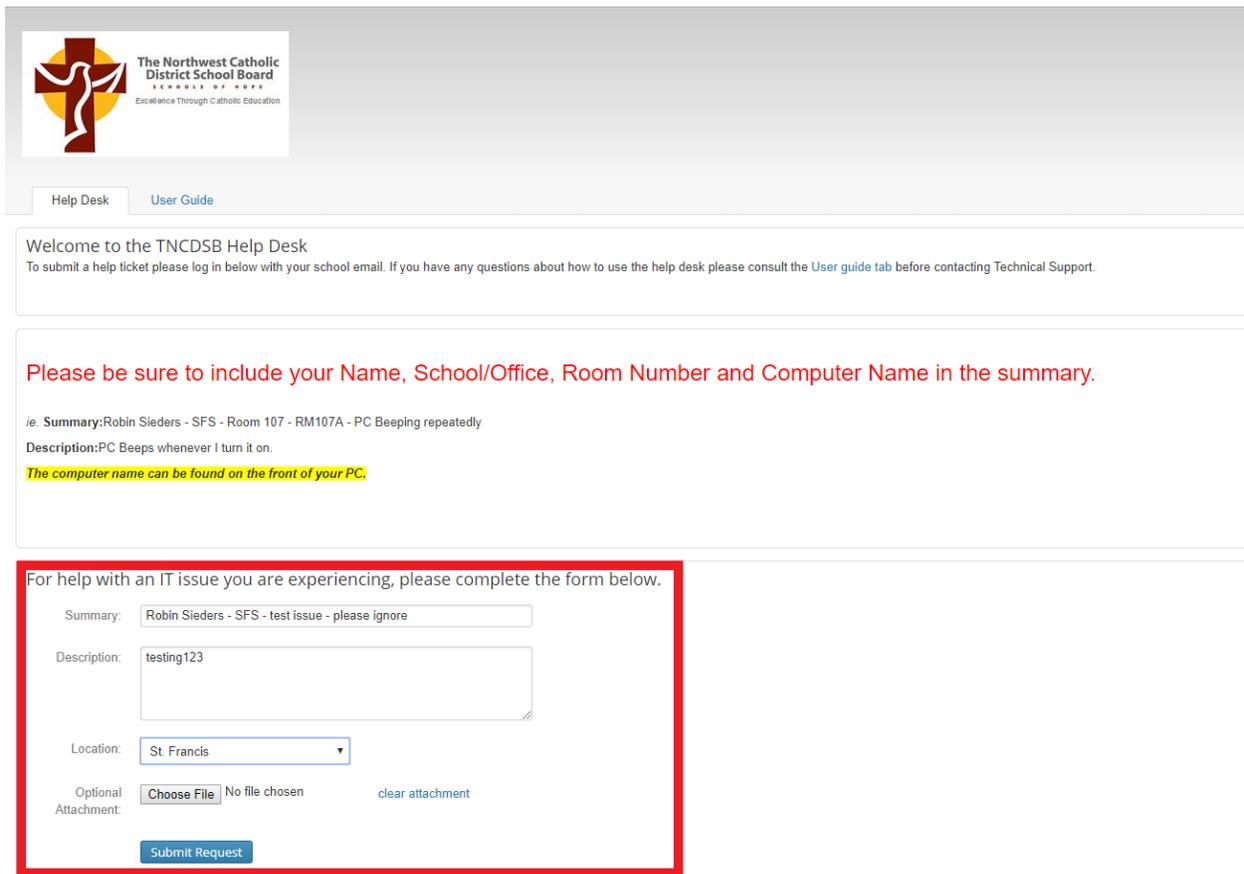
Submitting a Ticket:

Click on the shortcut located on your desktop to open the helpdesk login page.

On the login page, enter the **Username** and **Password** you use to log on to your computer, then, click on the **Login** button.

Once you have logged in, you will see a form on the new page. Fill out the form following the example outlined in the picture below. After filling out the **Summary** and **Description** fields, click the arrow next to **Location**, and choose the school/office where the issue is occurring.
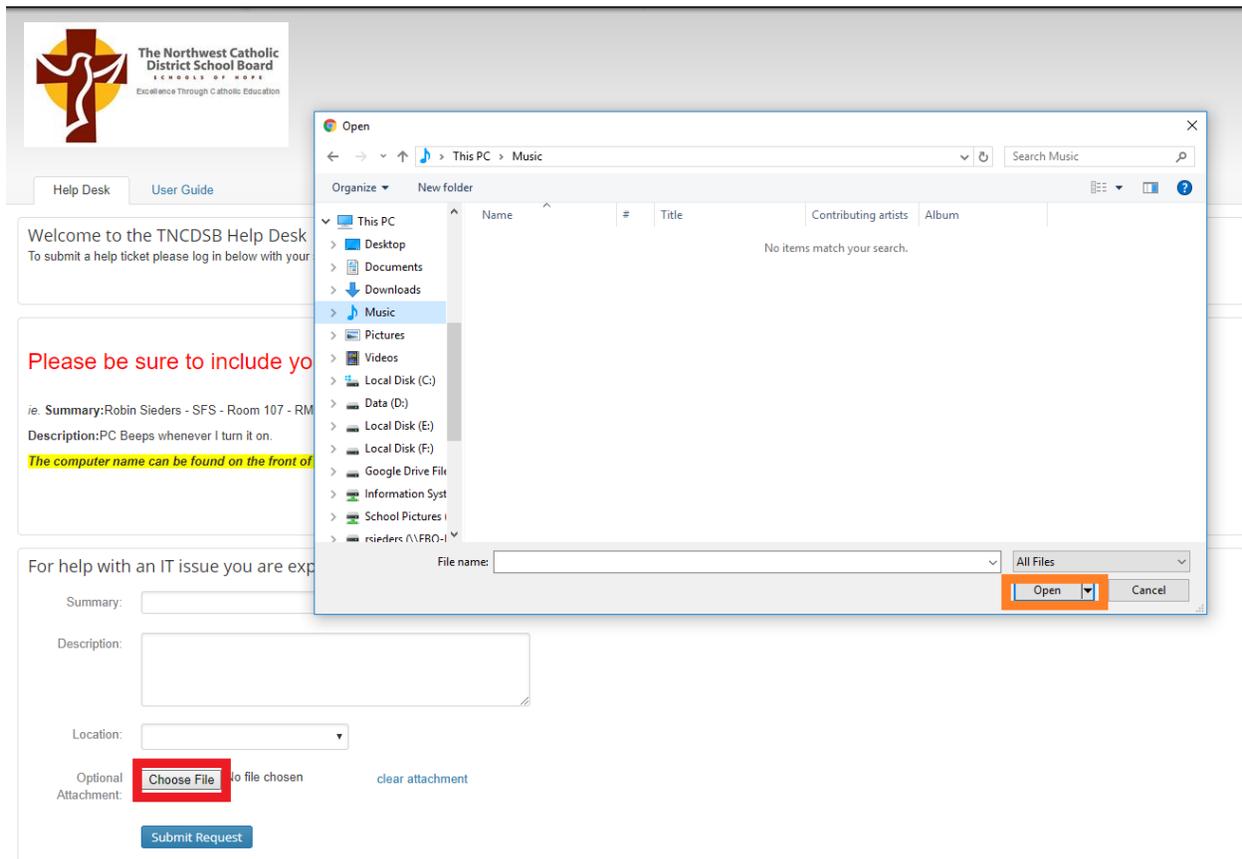
If you have a screenshot of an error message, or any other files that pertain to the issue, click the **Choose File** button located next to the **Optional Attachment** field. After clicking the button, you will be brought to a window to choose the file you would like to attach. Click on the file **once**, and then click **Open** to attach the file to the ticket.

Once you have completed filling out the form, click the **Submit Request** button to submit your issue to the helpdesk.

After submitting a ticket, you will be brought to a page where you can enter any further comments you may have detailing the issue you are experiencing. **This page is not required to be filled out, unless you have more details.** If you have entered everything you wanted to convey in the original ticket, you can simply close the window, as your ticket has already been submitted.

Viewing Open Tickets:

While logged in to the helpdesk portal, you can view any tickets you have submitted. The tickets will automatically be categorized into **Open help requests** and **Completed help requests**.

To view the details of, or responses to, your open tickets, you can click on any of the titles under the **Open help requests** heading found on the right-hand side of the helpdesk portal, once you have logged in.

Similarly, you can view any completed tickets by clicking the link titled **View your completed IT help requests** under the Completed IT Help Requests heading.

After clicking on **View your completed IT help requests**, you will be brought to a page that contains every helpdesk ticket you have submitted to the helpdesk. If you click on any of the tickets, you will see the details you submitted to the helpdesk, as well as any responses from IT detailing the steps taken to fix the issue.