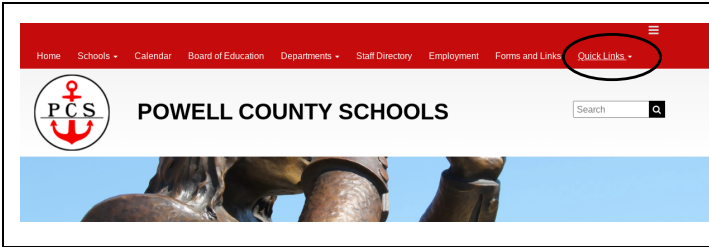


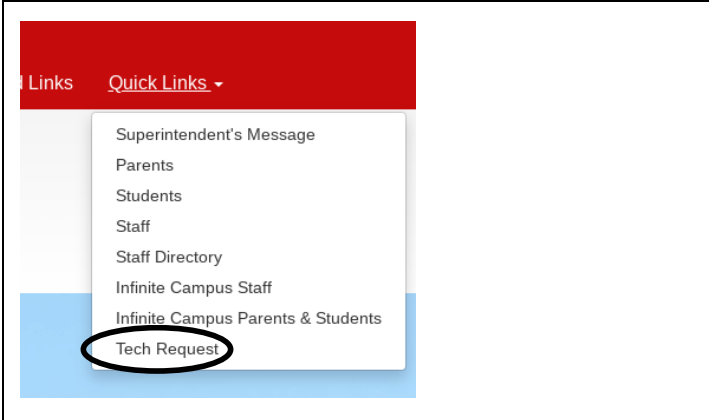
Creating a Tech Request Ticket

(These directions are also in the video [Creating a Tech Request.](#))

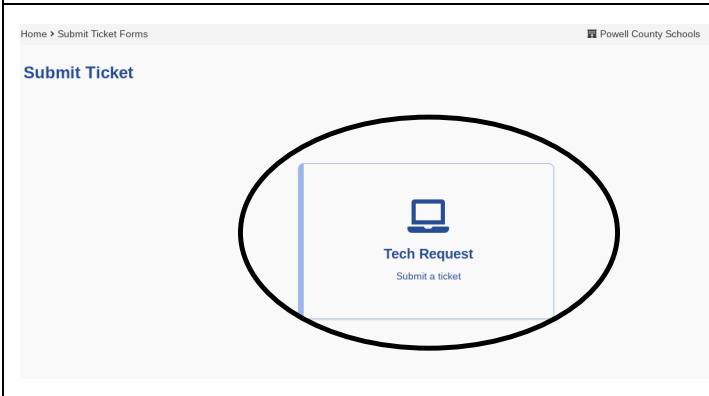
- Open Powell County Schools homepage



- Find the QUICK LINKS drop down menu.

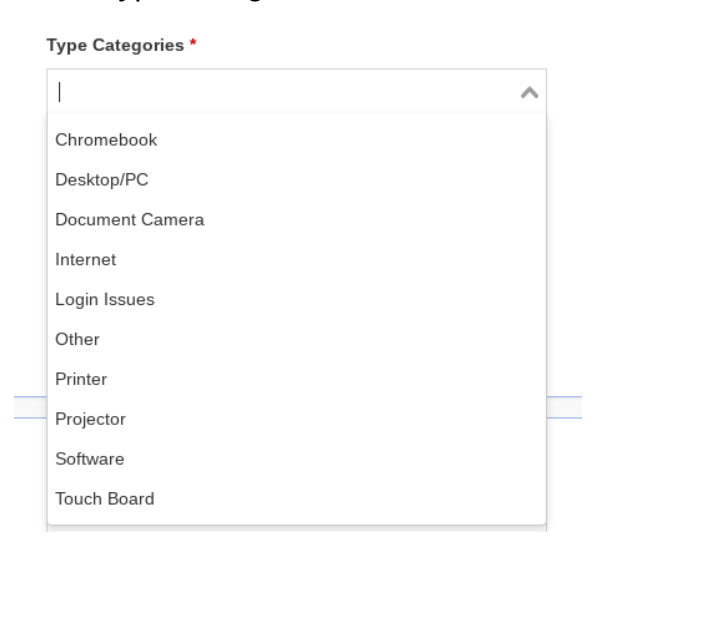


- Choose Tech Request in the drop down menu.



- You will see a screen like the one to the left.
- Click anywhere in the box to create a tech request and submit a ticket.

Box 1 Type Categories



- Use the drop down menu in box 1 to choose the type of tech you are having issues with. This may be a piece of equipment malfunctioning/broken or internet/login issues.
- If none of the categories applies to your issue you can choose "Other".

Box 1 Types

Type Categories *

Types *

- Casing/Hinges
- Charging Issues
- Cracked Screen CB
- Keyboard/Trackpad Issue
- Lost Charger CB
- Other - Chromebook
- Screen Issue

- This drop down box is where you would choose what problem you are having with your equipment or internet/login.
- The types of problems will be different depending on the type of issue you are having. In this example I chose Chromebook and these are the issues most common.
- If the issue you are having is not listed choose “Other - Chromebook”. Each category in the list contains an “other” choice and you can choose this if your particular issue is not listed.

Box 1 Description

Types *


Description

- In the description box write as much information as you can about the issue you are having.
 - Example: The screen is cracked in the lower left hand corner.
- Adding a description is especially important if you chose “other” in the two previous drop down menus.

Box 2 Who is being affected?

Related User

- Your name will automatically be in this box.
- Sometimes you may need to make a request for someone who cannot access their equipment due to the issue they are experiencing.
 - Example: login isn't working, the internet is not connecting, chomebox will not turn on, etc.
- If you are doing a tech request for another staff member or a student you can use the drop down menu to choose someone else. If you drop down the menu you can start typing their name and it will come up.

<p>Box 3 What asset does this affect?</p> <p>Related Asset</p> <input data-bbox="207 289 737 338" type="text"/> <hr/>	<ul style="list-style-type: none">● Choose the item from the drop down box if it is listed.● If the item is not listed just leave this box blank.
<p>Box 4 Where is this occurring?</p> <p>Site</p> <input data-bbox="191 541 737 590" type="text" value="PCMS"/> <p>Room Number</p> <input data-bbox="191 646 737 695" type="text"/>	<ul style="list-style-type: none">● This will automatically show where you are assigned to but can be changed if you are at a different location.
<p>Box 5 Attach an optional file</p> <p>Files</p> <div data-bbox="240 852 760 968" style="border: 1px dashed gray; padding: 10px; text-align: center;"> Click to choose files or drag here</div>	<ul style="list-style-type: none">● This is an area where you can add a file such as a screenshot.