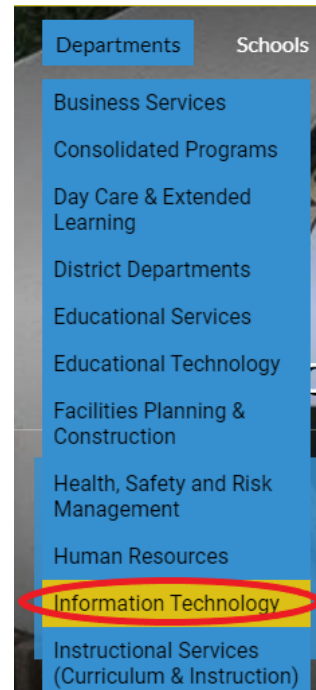




Submitting an IST ticket



1. Go to the district website at pbvusd.k12.ca.us.
2. Click on Departments and select Information Technology.

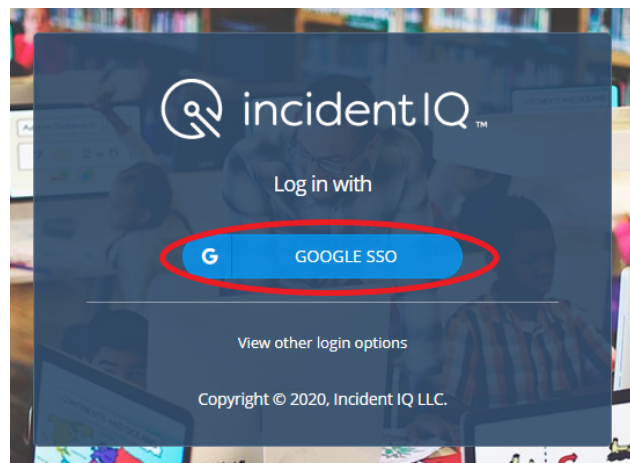


3. Click on "ITS Ticket System" just under "Welcome."

Welcome

Welcome to the Information Technology Services site. If you're trying to request support please use the ITS Ticket System. If you have an emergency or need to speak to someone, please use the information below to contact us.

4. You will need to login using your District Google account. (If you do not get logged in an email to support needs to be sent so that they create an account in the IQ system)



If you have any issues please contact Support at support@pbvusd.k12.ca.us
or call (661) 831-8331 ext 6148



Submitting an IST ticket



- Once logged in it will go to the dashboard where there will be a list of submitted tickets (if any) by that account.
- Click on the “+ NEW TICKET” on the top ribbon.



- If the location at the top of the page is incorrect, click “Edit Location,” Otherwise skip to #8.

- Select which type of issue you are having.

What is this ticket about?

If you have any issues please contact Support at support@pbvUSD.k12.ca.us
or call (661) 831-8331 ext 6148



Submitting an IST ticket



9. Search for the hardware/software you are having issues with.

Which asset is this related to?



Search assets (tag or serial #) ...

Which software or online system is this related to?



Search software / online systems ...

10. Select which issue you are having. Then it will prompt for a description of what is going on.

Describe your issue

Please describe your specific issue in more detail...

11. Choose your location from the drop down list under the Description dialog box.

Be specific, this is how IT will find you.

Select or search for a room ...

☐ My room is not listed

Additional location details.

☐ Yes ☒ No

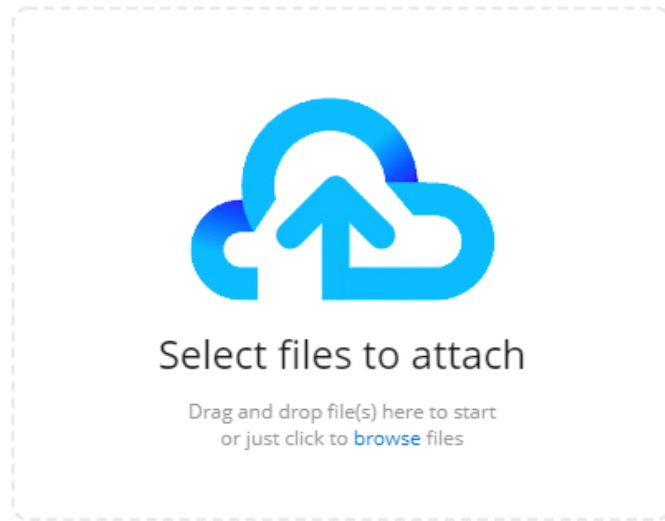
If you have any issues please contact Support at support@pbvUSD.k12.ca.us
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Submitting an IST ticket



12. Scroll down, this is where a file can be attached to help show what the issue is.
13. Click "SUBMIT TICKET" when all the information has been given.



14. There will be an open ticket on the dashboard. The system will also send an email with the information provided on the form.
15. Updates will also be emailed as they happen to keep you informed on progress.