

BigWeb Tickets

1. Go to <https://vbyyc3-axmmw9.bigwebapps.com/default.aspx> or access from <http://www.crsd.org/domain/72>
2. Type in your full email address and your password and hit enter. If you forget your password, click Forgot Password and your password will be emailed to you. It is a different password than your network password.
3. Once in the BigWebDesk you will be able to access all of your open and closed tickets. Click on the number or View to view these tickets.
4. To create a new ticket for a technical issue, click on Create New Support Ticket.
5. To create the ticket, you first need to choose the Class. Drop down the arrow next to Class and choose what type of problem you are having such as Email, printer, etc.
6. Type in your room number.
If it is a problem with your computer and you can see the Serial number or the Computer Number, plug in that information.
7. Type in a title for the Issue.
8. In the space below, provide a detailed description of the problem that you are experiencing. Give as much info as possible so that the tech doesn't have to contact you for additional information.
9. When finished, click Submit Ticket!
10. You will receive a notification email, showing the ticket that you submitted. When the ticket is addressed by the technician, you will also receive a notification as to the status of the ticket. You will either receive instructions back or a notification that the problem was taken care of and the ticket is closed. When you receive this email, you can always reopen it by just clicking on the ticket number.

Create New Ticket

Class:*	<input type="text"/>
Room:	<input type="text" value="IT dept."/>
Serial No.:	<input type="text"/>
Computer Number:	<input type="text"/>

Issue Summary/Subject:*

Give details about your issue:*

Submit Ticket!