

# How to Submit a Service Ticket with Attachments

1 Navigate to [servicetickets.vusd.org/support/home](https://servicetickets.vusd.org/support/home)

2 Click "Create a Ticket"

Q Enter your search term here...

Attachments [View all](#)



View Your Tickets

Click here to view your requests



Create a Ticket

Report an issue or ask a question



Search For An Answer

Find an answer to your issue or question first!

### 3 Complete ticket with info, add "jbahena@vusd.org" to cc

#### Submit a ticket

Welcome to the VUSD Service Ticket System. Please complete the form below to submit a ticket. Your ticket is routed correctly for best support, it's important to select the appropriate service area needed, you can find a full list of service area categories and request types here: [Service area categories](#) and [request types](#). Unsure or can't find the right category? Select 'Other' and we'll make sure it gets to support staff.

Requester \*

Site \*

Service Area \*

Room or Location \*

Contact Number \*

### 4 Click Visalia Adult School

Requester \*

cc:

Site \*

Service Area \*

Room or Location \*

Contact Number \*

Subject \*

Description \*

Technological Services

Transportation

Valley Oak Middle School

Veva Blunt Elementary School

Visalia Charter Independent Study (VCIS)

Visalia Charter Independent Study (VCIS West)

**Visalia Adult School**

**B I U**

## 5 Click Technology

requester \*

Hide Cc

cc:

Site \*

Service Area \*

Room or Location \*

Contact Number \*

Subject \*

Description \*

**B I U**

## 6 Click the type of help you need. Different types will have different subs in the next category.

Service Area \*

Need help finding the right request type below? Click this link to see a list of all of them: [Service area categories and request types](#).

Request Type \*

Problem location \*

Room or Location \*

Contact Number \*

Subject \*

Description \*

**B I U**

## 7 Select the issue

Service Area \* Technology

Need help finding the right request type below? Click this link to see a list of all of them: [Service area categories request types](#).

Request Type \* Hardware support

Sub \* ...

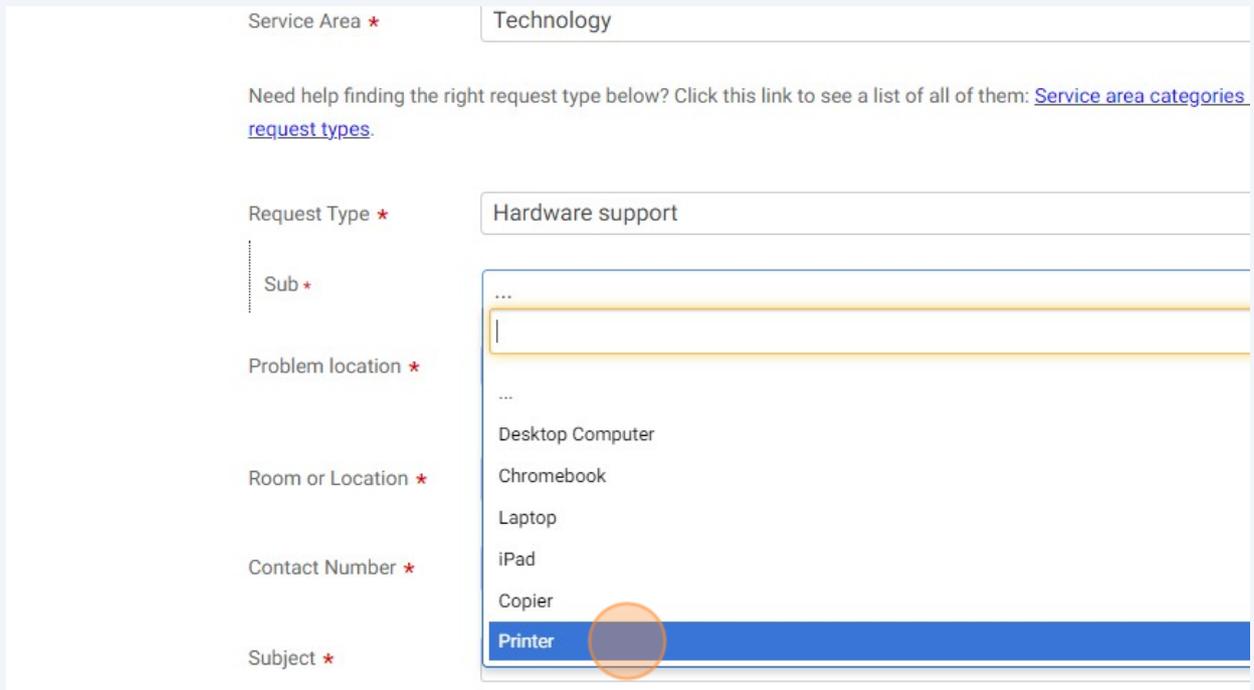
Problem location \* ...

Room or Location \* Chromebook

Contact Number \* Laptop

Subject \* iPad

Printer



## 8 Select where the issue is

Service Area \* Technology

Need help finding the right request type below? Click this link to see a list of all of them: [Service area categories request types](#).

Request Type \* Hardware support

Sub \* Printer

Problem location \* ...

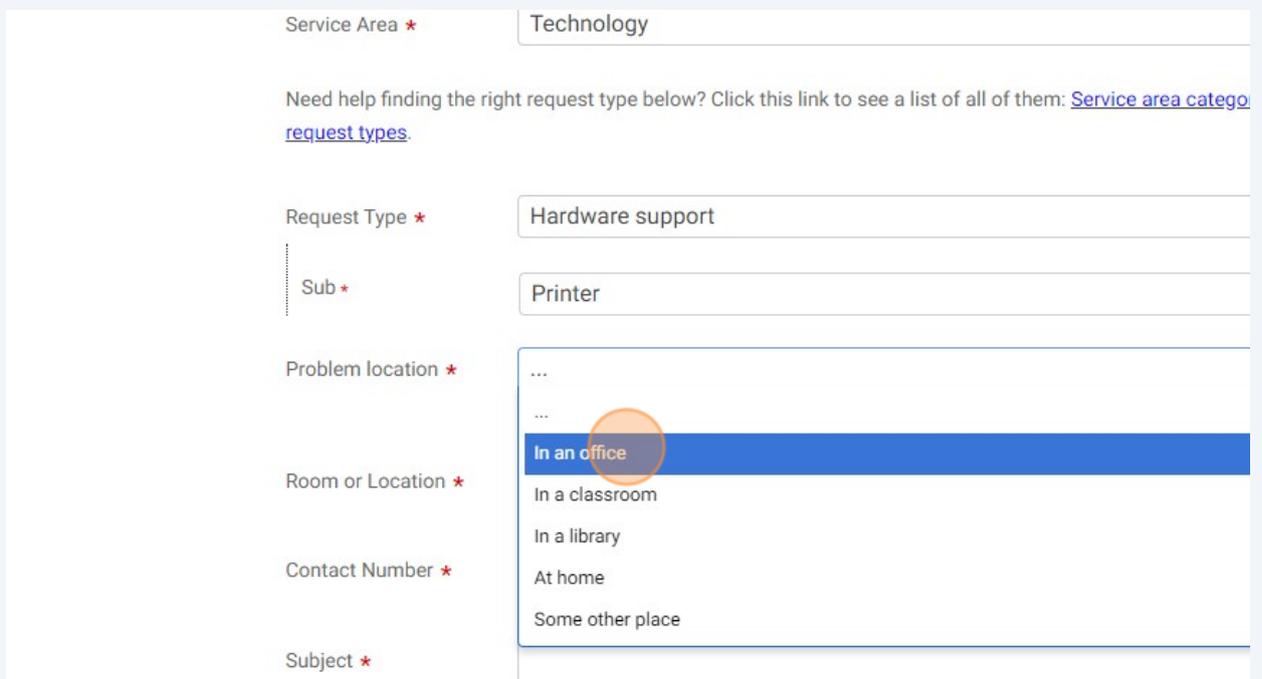
Room or Location \* In an office

Contact Number \* In a classroom

Subject \* In a library

At home

Some other place



## 9 enter the location

Service Area *	Technology
Need help finding the right request type below? Click this link to see a list of all of them: <a href="#">Service area ca request types</a> .	
Request Type *	Hardware support
Sub *	Printer
Problem location *	In an office
Room or Location *	
Contact Number *	
Subject *	

## 10 Enter subject - i.e. - printer not working

Request Type *	Hardware support
Sub *	Printer
Problem location *	In an office
Room or Location *	Rm. 36
Contact Number *	730-7646
Subject *	
Description *	<p><b>B</b> <i>I</i> <u>U</u> </p>

## 11 Describe the issue you are having in detail

Contact Number \*

Subject \*

Description \* 

**B** *I* U



[Attach a file](#)

**Make sure to check the self-help Related articles** that may address your issue to the right or below the form.

Please only click the submit button once and then wait for the confirmation page to appear. It may take a few s  
If you click more than once, duplicate tickets will be created.

## 12 Click "Attach a file" if you need to upload picture, diagram etc.

Subject \*

Description \* 

**B** *I* U

The printer is not working in my office.

[Attach a file](#)

**Make sure to check the self-help Related articles** that may address your issue to the right or below the

Please only click the submit button once and then wait for the confirmation page to appear. It may take  
If you click more than once, duplicate tickets will be created.

[Submit](#)

[Cancel](#)

**13** Click "Submit" button to finish.

Description \*

**B I U** [List] [List] [List] [List] [Text] [Text] [Link] [Image] [X]

The printer is not working in my office.

 Attach a file

**Make sure to check the self-help Related articles** that may address your issue to the right or below

Please only click the submit button once and then wait for the confirmation page to appear. It may take a few minutes. If you click more than once, duplicate tickets will be created.