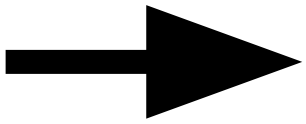
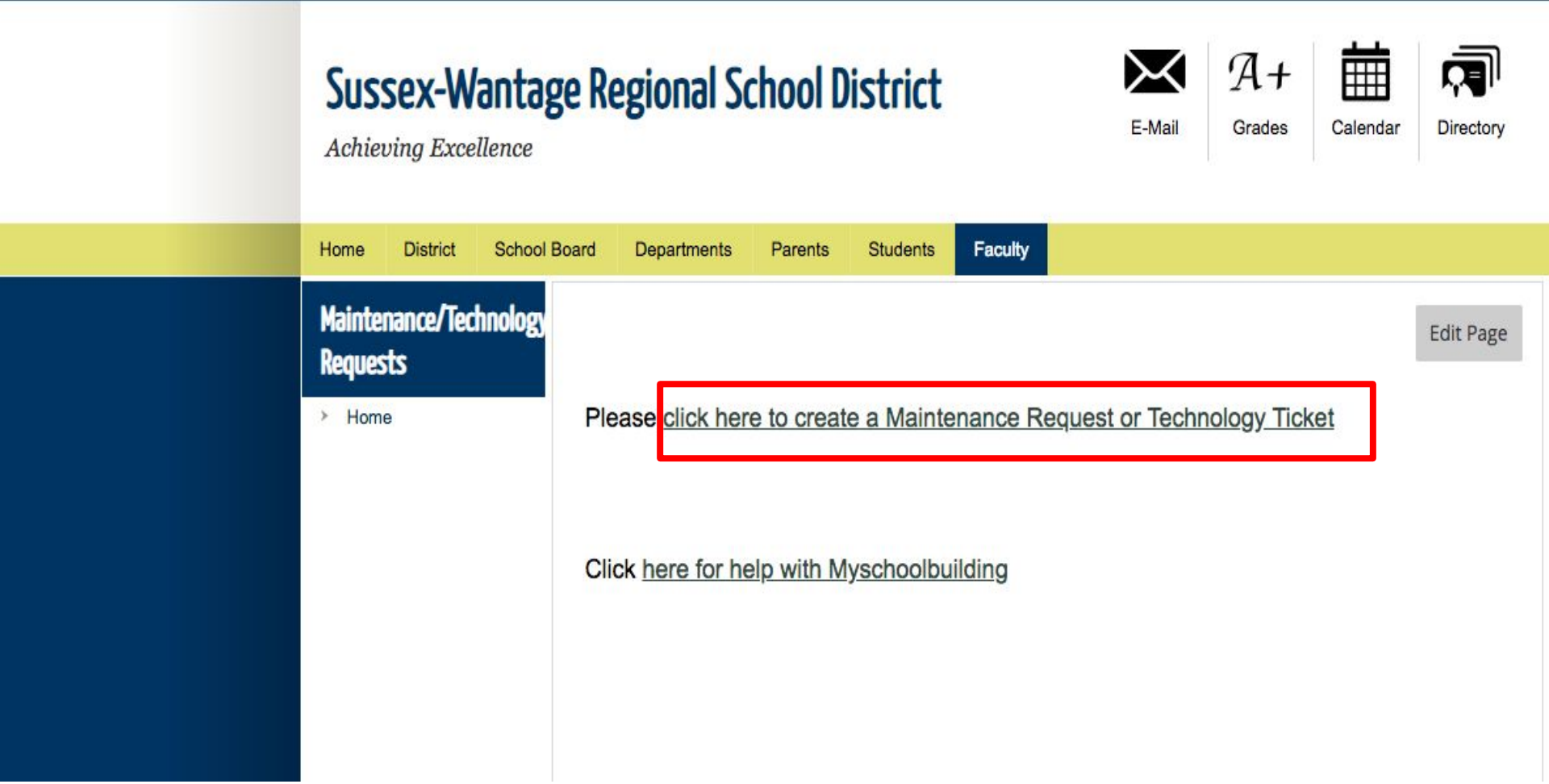
Submitting A Request

Submitting “Tickets” via the IT or Maintenance request system is how you can let us know you need help!

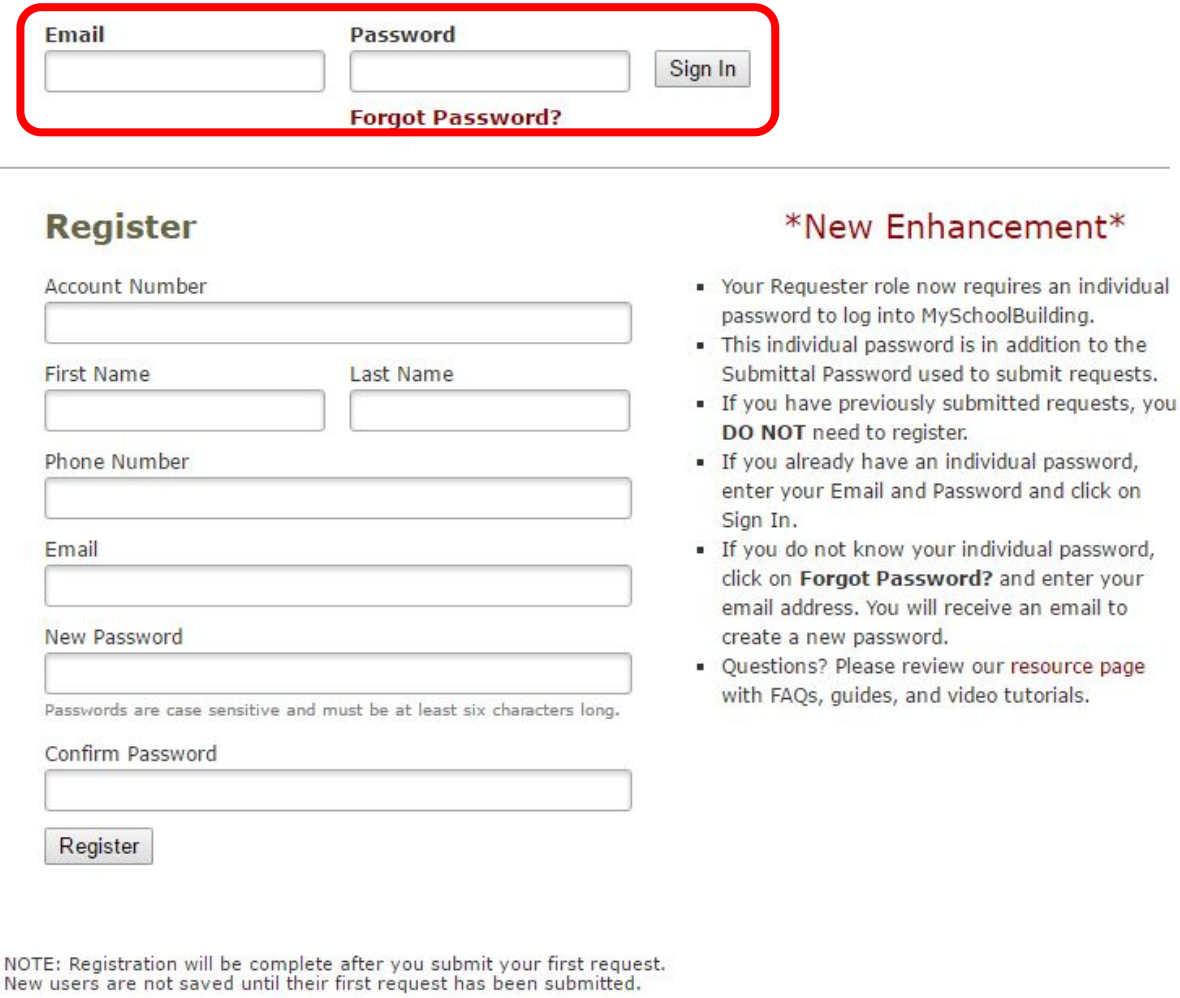
Open a web browser and go to the district website: www.swregional.org

Click the slides to advance 

Move your mouse over the tab “Faculty” and click on Maintenance/Technology Requests.



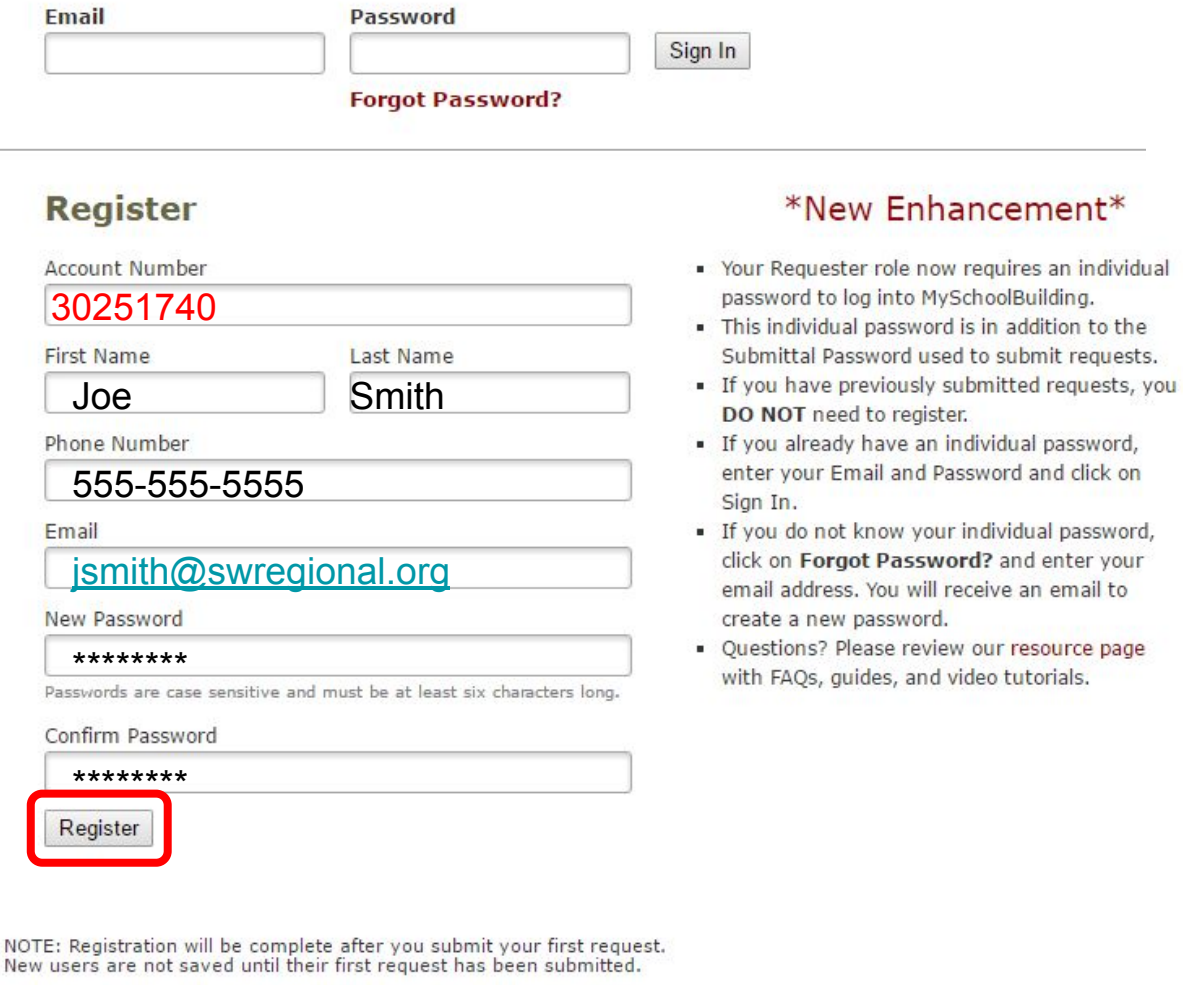
Click on “click here to create a Maintenance Request or Technology Ticket”.



If this is your first time using the Ticket system or do not have your password autosaved, you will receive this screen.

If you already have an account, sign in at the top.

If you do not, follow the steps on the next slide.



Enter 30251740 as the Account number and fill the rest out as appropriate. Make sure to use your school email - @swregional.org

Then click Register.

SUSSEX-WANTAGE REGIONAL

SchoolDude apps - Application Links - Logout

After creating your account, you will be brought to this page

Maint Request | IT Request | Inventory Request | My Requests | Settings

ASSIGNMENT | SEARCH KNOWLEDGE BASE | HELP

Legend

Maintenance Request

Welcome

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Step 1 Please be yourself, click here if you are not IT Admin

First Name	Last Name	Email
IT	Admin	itadmin@swregional.org

Phone	Pager	Mobile Phone
555-555-5555		

Step 2 Location ☑

-- Select Location --

Area: -- Select Area --

Area/Room Number:

Yes, remember my area entries for my next new request entry.

Step 3 Select Problem Type: ☑

Maintenance Help Desk:

Click here for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.

Alarm	Appliance Repair	Asbestos	Asphalt
Athletic Fields	Audio/Visual	Band Instrument Repair	Bleachers
Boiler	Burglar Alarm	Cabling	Capital Project
Carpentry	Ceiling Tile	Ceilings	Clerical
Climate Control	Clocks/Bells	Communications	Computer Services

After you've entered your email, you'll be on a web page that has the above tabs. Make sure you've selected the appropriate one for Maintenance or for IT requests. Next, we can look at the forms to fill.

IT Requests

IT Request

IT Helpdesk Form

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and co
request form.

Step 1 Please be yourself, click here if you are not Trevor Paugh

First Name Trevor

Last Name Paugh

Email tpaugh@swregional.org

Phone REDACTED

Pager

Mobile Phone

Step 2 **Location** ☑

-- Select Location --

Area

-- Select Area --

Area/Room Number ☑

Yes, remember my area entries for my next new request entry.

Step 3 **Select Problem Type:** ☑

Technology Help Desk:

Click here for Technology Emergency Contacts
Click on the problem type below that best describes your issue.

Cabling

CD Drive

Computer Monitor

Computer Services

Copier

Data Backup

Data Projector

Desktop/Workstation

DVD Drive

Email

Equipment

Event Setup

Maintenance Requests

Maintenance Request

Welcome

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please co
request form.

Step 1 **Please be yourself, click here if you are not Trevor Paugh**

First Name Trevor

Last Name Paugh

Email tpaugh@swregional.org

Phone REDACTED

Pager

Mobile Phone

Step 2 **Location** ☑

-- Select Location --

Area

-- Select Area --

Area/Room Number

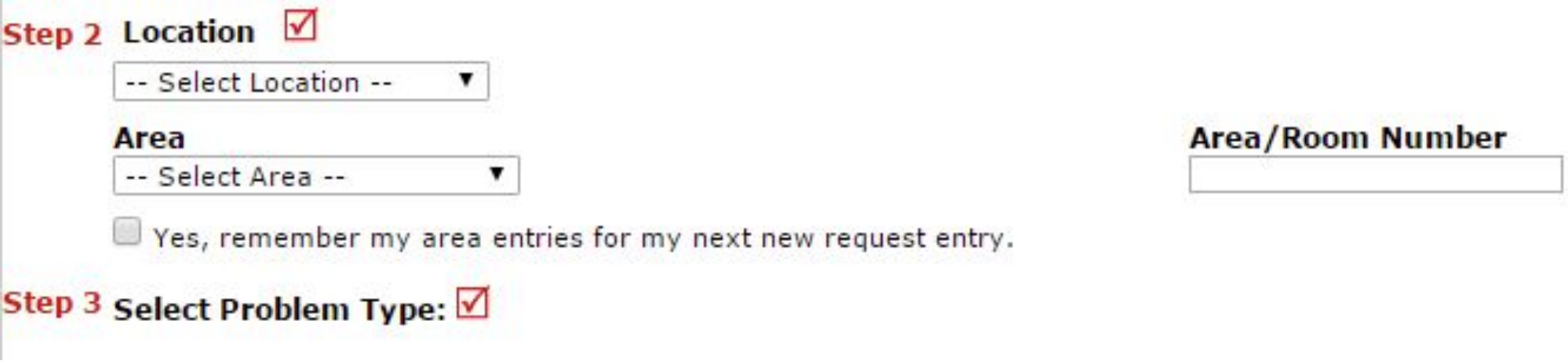
Yes, remember my area entries for my next new request entry.

Step 3 **Select Problem Type:** ☑

Maintenance Help Desk:

Click here for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.

Alarm
Appliance Repair
Asbestos
Asphalt
Athletic Fields
Audio/Visual
Band Instrument Repair
Bleachers
Boiler
Burglar Alarm
Cabling
Capital Project
Carpentry
Ceiling Tile
Ceilings
Clerical

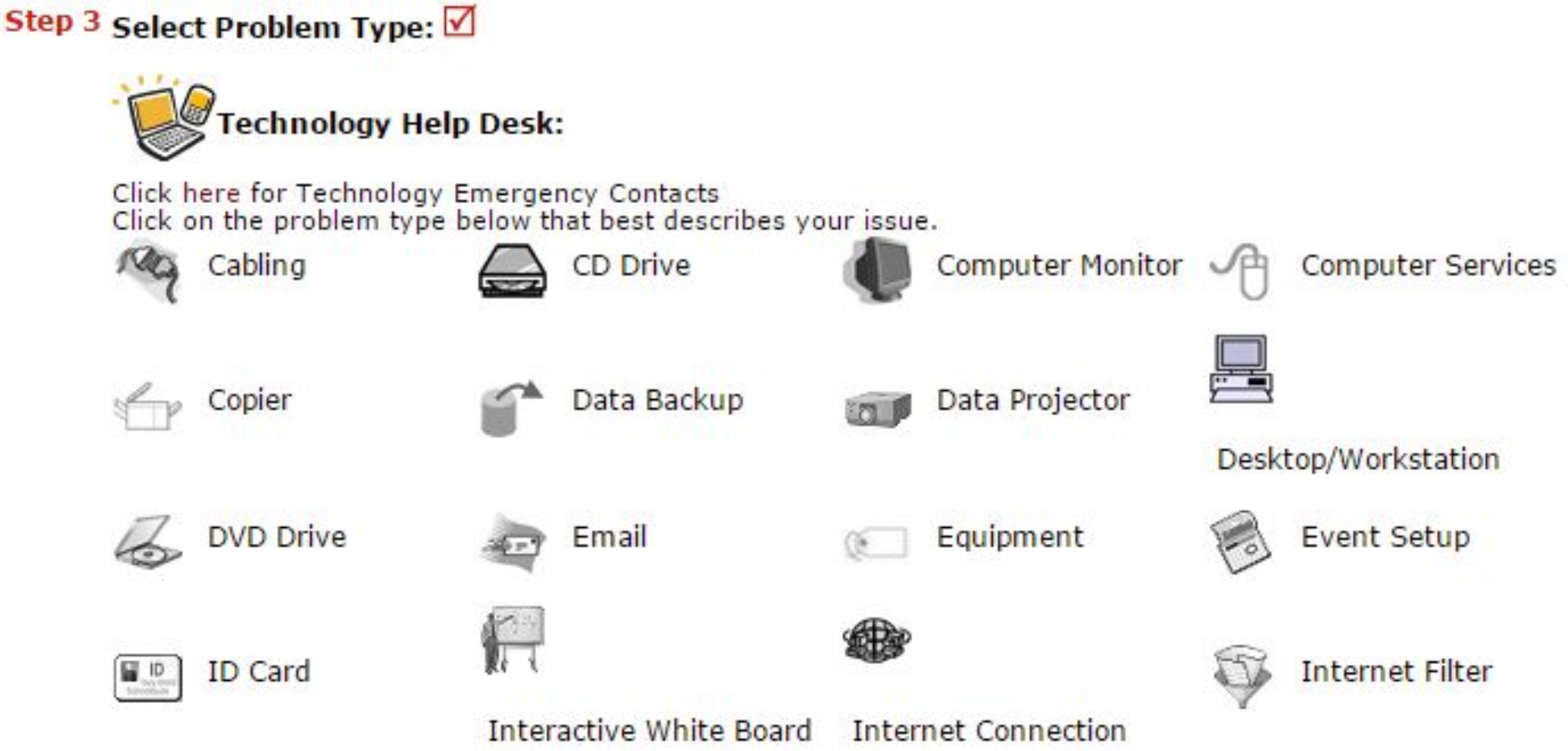


Select Location: Select the building the issue is in.

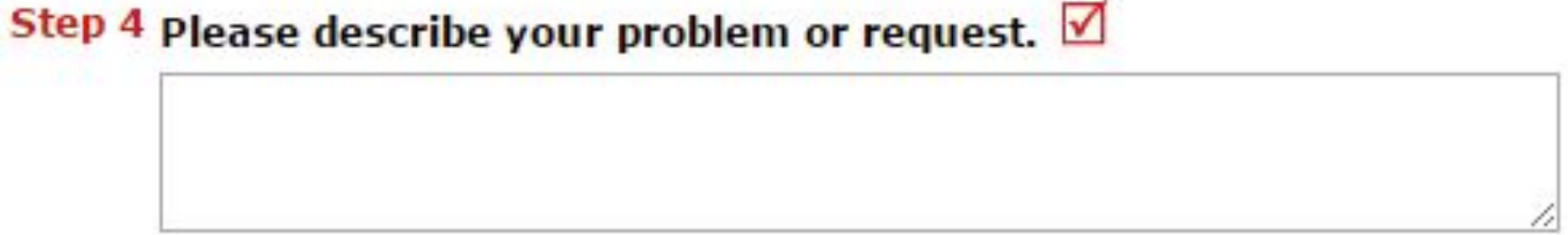
Select Area: Select the best fit for what room the issue is in.

Area/Room Number: Describe the room the issue is in. Some examples: Room 14, Cafeteria, Gym, CST.

Select Problem Type: Select the icon that generally classifies the issue.



At least concerning IT requests, please don't pull your hair out over selecting the "right" problem type. If you're not sure, that's fine, select anything and move on to the next step.



For **Step 4**, please please be as descriptive as you can be. Missing information will only delay your ticket, as we may need to contact you with questions concerning your ticket.

Actual ticket descriptions we've seen:

"Make a new account for my student." **Name?**

"My computer is broken." **What is it doing wrong?**

"Student's chromebook is missing." **What student? Do they know their chromebook number?**

Step 5: Submittal Password. There are two different passwords:

IT Request: password
Maintenance Request: sussex/wantage

Step 6: Click Submit.

Step 7: Now that you've submitted a ticket, you'll be taken to a page that shows your ticket and any other tickets you may have submitted.

Any updates to your ticket will be known to you. You'll get an email showing you any changes made. Read this carefully: you may be asked to provide more information to the person addressing your ticket.