

Submitting a Technology Helpdesk Ticket



Also, you can bookmark the helpdesk ticket link for easy access:

<https://gcstcs.gcsnc.com/support/home>

Click Sign in. If asked, sign in using your GCS username and password.

GUILFORD
County Schools

Technology Services Customer Support

1-336-370-8179

HOME SOLUTIONS SIGN IN

Enter your search term here...

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Pending Approvals
Requests waiting for your Approval

Report an Incident
Raise an incident with your support team

Request New Service
Raise a request for a new device or service

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Your Tickets

All your tickets, responses & activities



Pending Approvals

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Browse Solutions

Find the answers to your queries in our exhaustive solutions



Before placing your ticket, make sure you try the following:

1. Browse the [solutions page](#) on the previous slide.
2. Restart your device.
3. Check to make sure the device and all accessories are plugged in.



If you don't find the solution, click New Ticket.



Enter your search term here...



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Provide concise and complete information.

Submit a ticket

Search a requester *

thomasj2@gcsnc.com

Provide your email.

Add cc

Requester Type *

...

Who's having the problem - GCS Staff, Student, or parent?

Subject *

Quick descriptor for Subject (ex. Printing issue).

Description *

B *I* U

Describe the problem that you're seeing and all that you've done to try and fix the problem.

Attach a file

Contact Phone # *

You can add your school or cell phone number here.

School/Site *

...

Choose your school.

As you begin filling out your ticket, pay attention to the articles on the side - they may provide a solution for you!

Submit a ticket

Search a requester *

thomasj2@gcsnc.com




Add cc

Requester Type *

...

Subject *

Description *

B *I* U          

 Attach a file

Contact Phone # *

School/Site *

...

Related articles



Solution articles relevant to the subject will be displayed here.

Finish the form by providing concise and complete information.

Room Type * **Choose the appropriate room type.**

Room/Building **Provide your room number to help the technician find you.**

Category * ***Make the best determination for category.**

[+ Associate Asset](#) **Click here to associate the asset (directions on next slide).**

*Review all categories before making your selection. This determines which Technology Services team receives the ticket. If the category is incorrect, it will have to be reassigned, delaying the correct teams' receipt of the ticket and the subsequent work needed.

Associate Asset

My Assets (1) Search Other Assets (0)

	Name	Asset tag	
<input checked="" type="checkbox"/>	FVFZ6W53LYWG	T19-04152	Laptop
<input type="checkbox"/>	GG7ZXPUAMF3Q	2020-015913	iPad

In this window, Associate the Asset tag to connect the device to the issue.

If your asset tag doesn't show up, click Search Other Assets, and search for your device's asset tag. Please type it exactly as you see it on the device.

1.

Your device should be listed here. Check the box beside the asset tag number that matches the one on your device.

Total Assets Selected - (1)

Cancel



3.

Once you find and select the asset tag, click Associate (button behind the helpful puppy).

You'll see the Associated Asset here.
Click to submit, and help is on the way!

School/Site *

Room Type *

Room/Building

Category *

LR05MCA5 × FVFZ6W53LYWG ×

← Successful Asset Tag Association!

+ Associate Asset

Submit

Cancel



Have issues submitting your ticket?

Contact GCS' Customer Service for support
at helpdesk@gcsnc.com or 336.370.8179.

