



Technology Department
Northampton County Schools
701 North Church Street
Jackson, NC 27845

TUTORIAL

1to1 Plus (Help Desk/Asset Management System)

How to submit a technology or maintenance request ticket

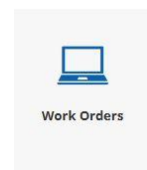
There are several ways to request assistance from the Technology or Maintenance Departments at Northampton County Schools. The preferred method, documented below, will create a help desk ticket that will be automatically routed to the appropriate technician. You will then receive updates via email from 1to1 Plus that will keep you informed of the progress and status of the ticket. The Technology and Maintenance Departments also take requests through email, phone, and in person. When we receive these requests, we will create the ticket for you. This way, you can receive the appropriate updates.



This guide formally documents the required steps to create and submit a help desk ticket to the Northampton County Schools Technology and Maintenance Departments.

1. The NCS 1to1 Plus ticketing portal can be accessed by visiting the following URL:
1to1plus.com/login/Northampton_NC

The URL can also be found by visiting the NCS official website and clicking on the “Work Orders” icon in the menu bar at the top of the page.



Alternatively, you can send an email to techsupport@northampton.k12.nc.us, and a ticket will be automatically created for you.

2. You will asked to log into the 1to1 Plus ticketing portal. Please select the “Sign in with Google” authentication method and log in using your NCS Google email address and password.





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- Now that you are logged into the system, you will be presented with the option to create a “Technology Request” or “Maintenance Request”. Choose the appropriate option to continue.

**Technology Request**
Submit a request to the Technology Department

**Maintenance Request**
Submit a request to the Maintenance Department

- You can now input your information and submit the help desk ticket. You may see different sections depending on your selected option, but technology and maintenance request screens are similar. You will see that some of the fields in the ticket are pre-populated with information such as your name and location. These fields pull their values from your Google account information. If these fields are not correct, please correct them. Fill out all required ticket sections as detailed in the following steps. All fields marked with a red asterisk are required.
- Who is being affected? Please input your name and phone number/extension here. If reaching you via mobile phone is easier, please input your number.



Technology Request
Submit a request to the Technology Department

**Who is being affected?**
Please choose the user related to this request and the best contact phone number/extension.

Related User *
Trey Everette (everettel@northampton.k12.nc.us, Central Office) x v

Phone Number/Extension *



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6. Where is this occurring? Please ensure your “Site” is listed correctly and add your room/office/location so that we know which part of the building the issue is occurring.

Where is this occurring?
Please provide the specific site and location/area related to your request.

Site *
Central Office

Room/Office/Location *

7. What is the issue/request? Please type in the box what you are requesting help with, the issue you are reporting, etc. Please be as detailed as possible.

What is the issue/request?
Please describe the issue/request with as many details as possible.

Filter Ticket Types by selecting Ticket Categories

Type Categories *

Types *

Description *

8. Attach a file. This final section is optional and allows you to upload an attachment to supplement your ticket. Examples could include a screenshot of the error or a photo of the issue. You are now ready to submit your ticket. Please click on the green “Submit” button. You will receive an initial email stating that the ticket has been created and subsequent emails as the ticket is updated and resolved.

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