

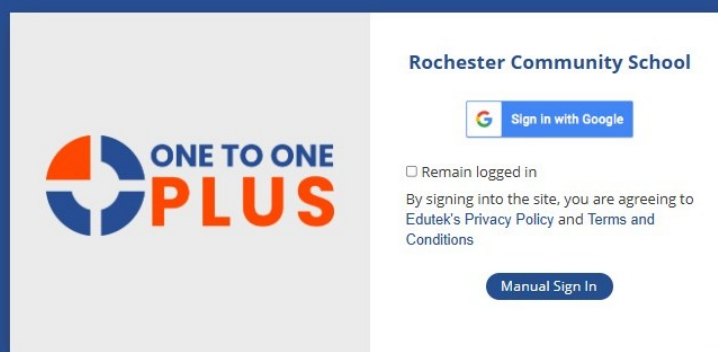
Submit a Technology Request Ticket



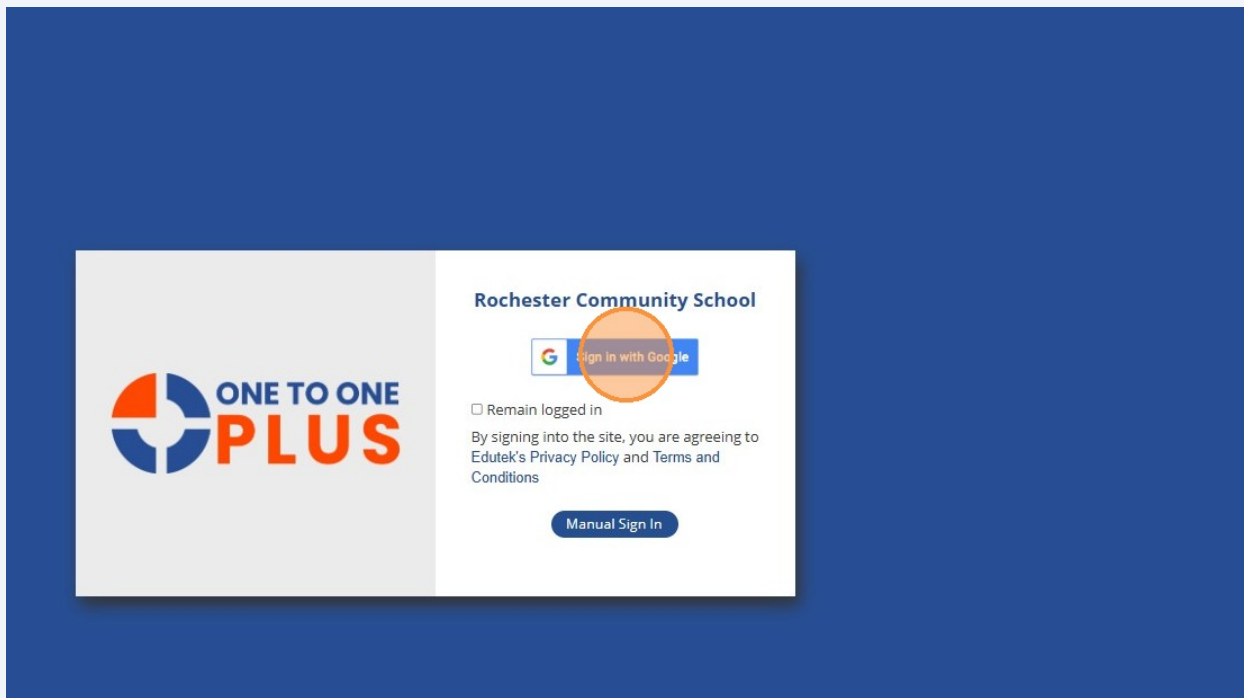
Learn how to submit a technology request ticket on 1to1plus. This guide will walk you through the process of submitting a ticket for issues with interactive panels, ensuring your technical problems are addressed promptly.

1

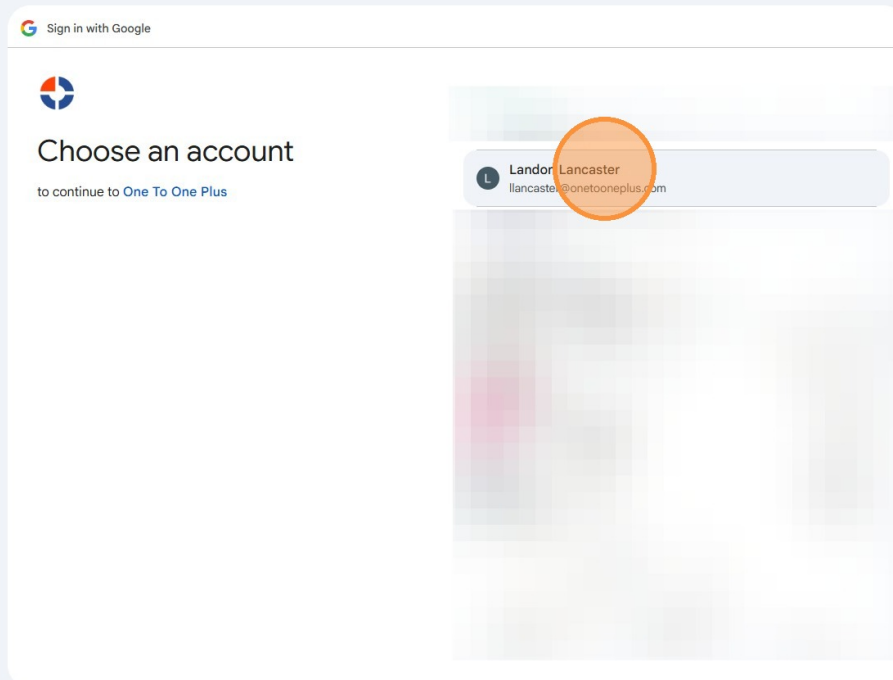
Navigate to <https://1to1plus.com/login/RochesterCS IN>



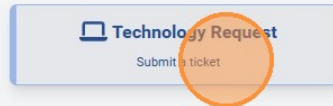
- 2 Click the Sign in with Google option.



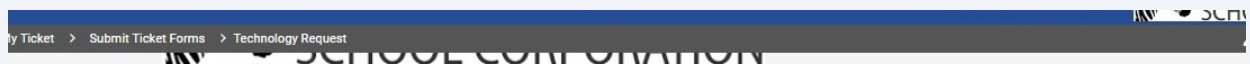
- 3 Click on your Google Account if it takes you to this screen. It may take you directly into the software if you only have one Google Account signed in.



4 Click "Technology Request"



5 Select a Type of Request in the dropdown.



Technology Request

Submit a ticket

What is the issue or request?

Type of Request *

- BenQ
- General iPad Issue
- General MacBook Issue
- General Technology**
- Phone Issue
- Printer Issue
- Software

Requester's name

Unassigned Ticket (LLancaster@onetooneplus.com, RCSC) x v

Site *

RCSC x v

Building and Room # (e.g. COL 2101) *

Priority

6 Enter a detailed Description.

Search

Rochester Community School

My Ticket > Submit Ticket Forms > Technology Request

Technology Request

Submit a ticket

i What is the issue or request?

Type of Request *

General Technology

Describe your request in detail. *

Requester's Name *

Unassigned Ticket (LLancaster@onetooneplus.com, RCSC)

Site *

RCSC

Building and Room # (e.g. COL 2101) *

7 Click this search field.

Who is being affected?

Requester's Name *

Unassigned Ticket (LLancaster@onetooneplus.com, RCSC)

Site *

RCSC

Building and Room # (e.g. COL 2101) *

202

Priority

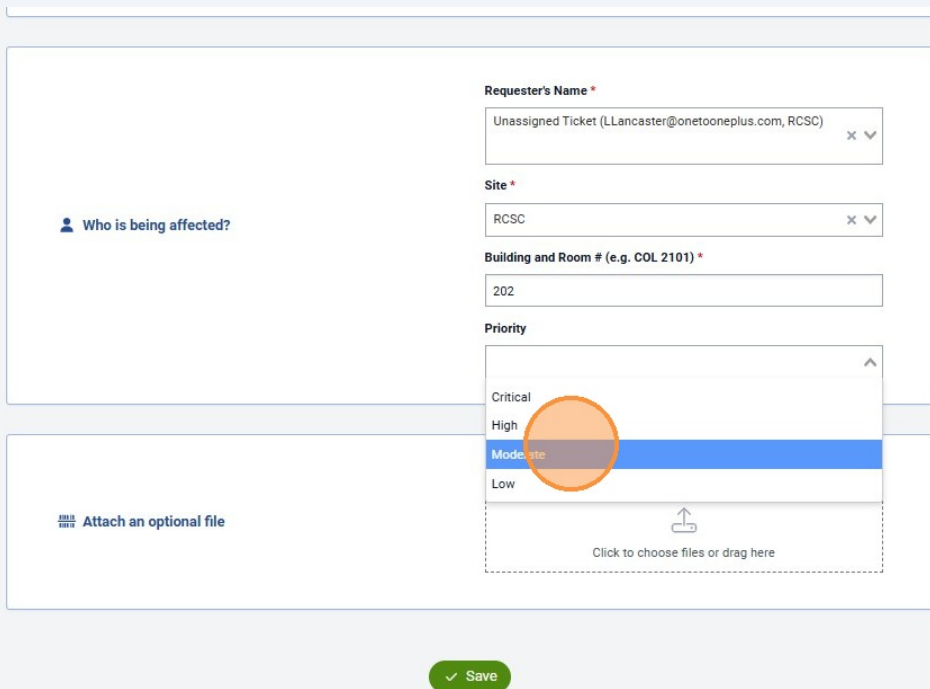
Files

Attach an optional file

Click to choose files or drag here

Save

8 Click "Moderate"



The screenshot shows a form with two main sections. The top section contains a text input for "Who is being affected?" and a series of dropdown menus for "Requester's Name", "Site", "Building and Room #", and "Priority". The "Priority" dropdown is open, showing options: Critical, High, Moderate (highlighted with a blue bar and an orange circle), and Low. The bottom section contains a text input for "Attach an optional file" and a "Save" button with a green checkmark.

Requester's Name *

Unassigned Ticket (LLancaster@onetooneplus.com, RCSC) x v

Site *

RCSC x v

Building and Room # (e.g. COL 2101) *

202

Priority

Critical

High

Moderate

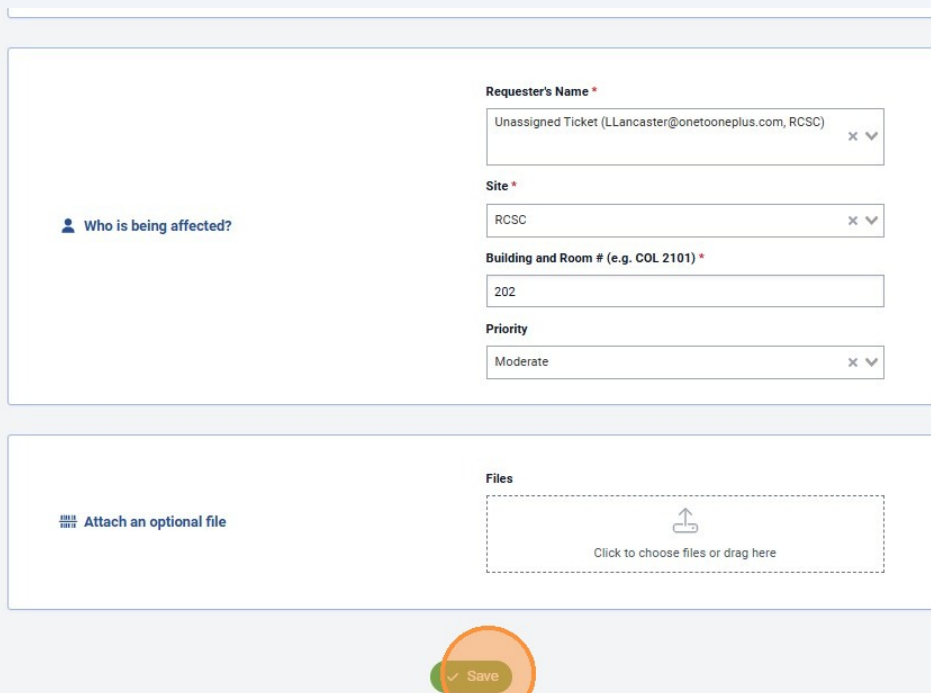
Low

Attach an optional file

Click to choose files or drag here

Save

9 Please complete the remainder of the form to the best of your ability. Click Save.



The screenshot shows the same form as in step 8, but the "Priority" dropdown is now closed and set to "Moderate". The "Save" button is highlighted with an orange circle.

Requester's Name *

Unassigned Ticket (LLancaster@onetooneplus.com, RCSC) x v

Site *

RCSC x v

Building and Room # (e.g. COL 2101) *

202

Priority

Moderate x v

Attach an optional file

Files

Click to choose files or drag here

Save

10

You will see a green bar across the top indicating your ticket submitted successfully. You have now completed the ticket submission process.