

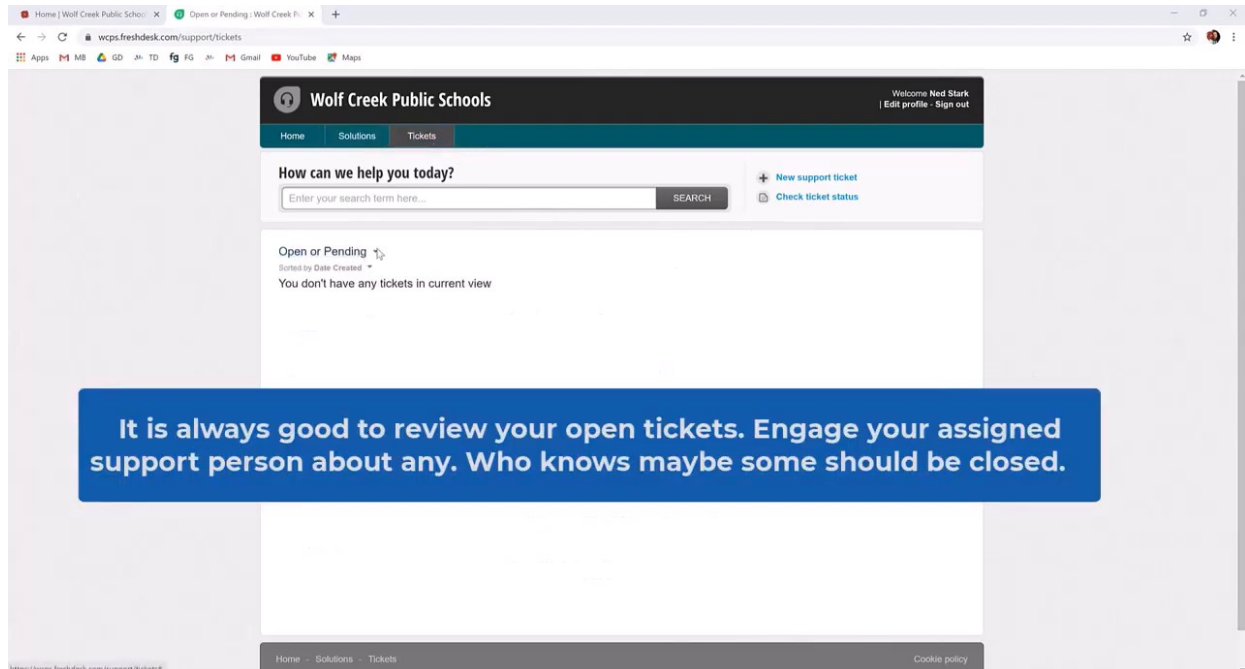
Submit a Freshdesk Work Order

Create a useful Technology Services ticket so the correct technician can respond quickly.

Before you begin: Each staff member should submit their own ticket. Do not include passwords or other confidential information in a work order.

STEP 1 Review your existing tickets

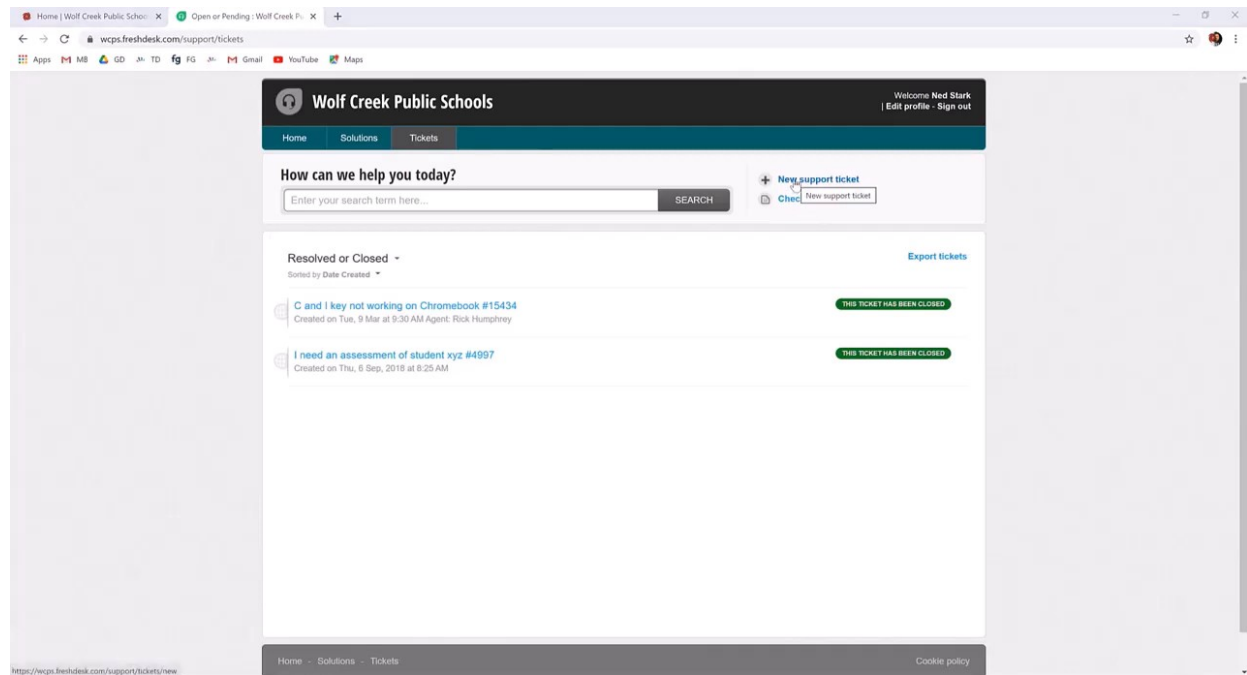
Sign in to WCPS Freshdesk and review open or pending tickets before creating another request. Reply to the existing ticket if it concerns the same problem.



Review your existing tickets.

STEP 2 Start a new support ticket

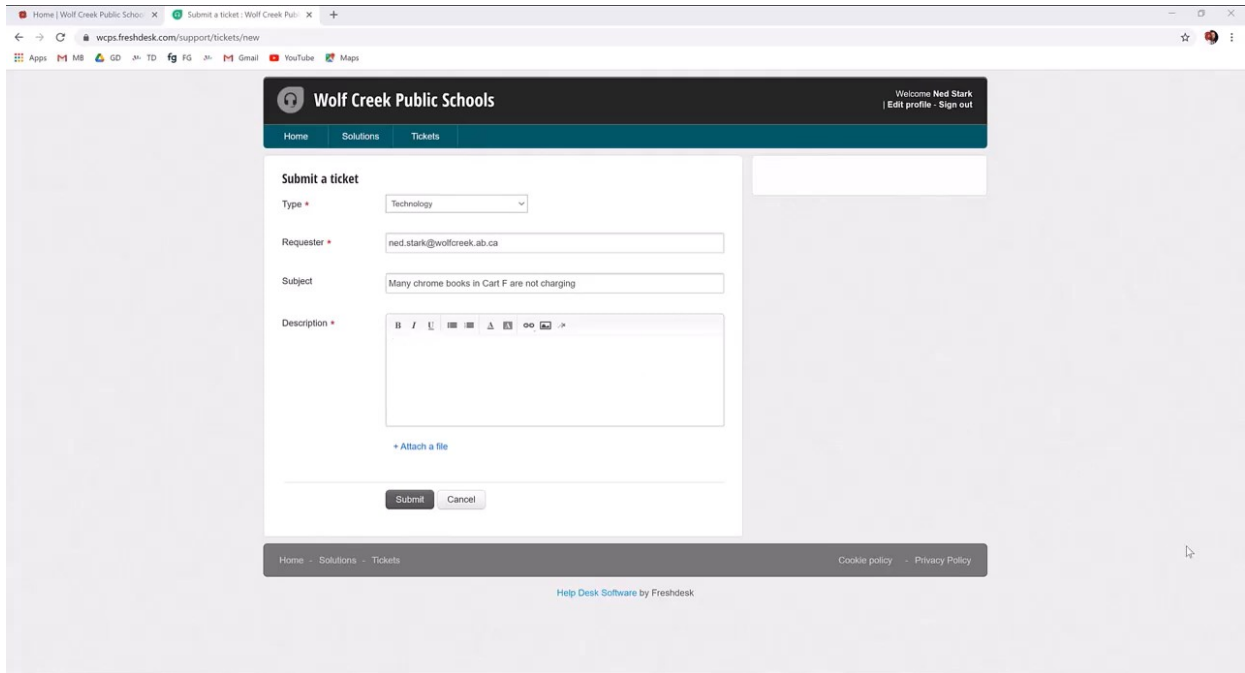
Select New support ticket. Confirm that your requester email is correct and choose the category that best matches the issue.



Start a new support ticket.

STEP 3 Describe the problem

Enter a specific subject. In the description, include the school, room number, device type, asset tag, what you were trying to do, and any error message.



The screenshot shows a web browser window with two tabs: 'Home | Wolf Creek Public Schools' and 'Submit a ticket | Wolf Creek Public Schools'. The address bar shows the URL 'wcpss.freshdesk.com/support/tickets/new'. The browser's taskbar at the bottom includes icons for Apps, Mail, MB, GD, TD, FG, Gmail, YouTube, and Maps. The main content area displays the 'Wolf Creek Public Schools' logo and a navigation bar with 'Home', 'Solutions', and 'Tickets' links. A user profile for 'Ned Stark' is visible in the top right corner. The 'Submit a ticket' form is the central focus, featuring a 'Type' dropdown menu set to 'Technology', a 'Requester' field with the email 'ned.stark@wolfcreek.ab.ca', and a 'Subject' field containing the text 'Many chrome books in Cart F are not charging'. The 'Description' field is a large text area with a rich text editor toolbar above it. Below the description field is a link to '+ Attach a file'. At the bottom of the form are 'Submit' and 'Cancel' buttons. A footer bar contains links for 'Home', 'Solutions', 'Tickets', 'Cookie policy', and 'Privacy Policy', along with the text 'Help Desk Software by Freshdesk'.

Submit a ticket

Type * Technology

Requester * ned.stark@wolfcreek.ab.ca

Subject Many chrome books in Cart F are not charging

Description *

+ Attach a file

Submit Cancel

Home - Solutions - Tickets

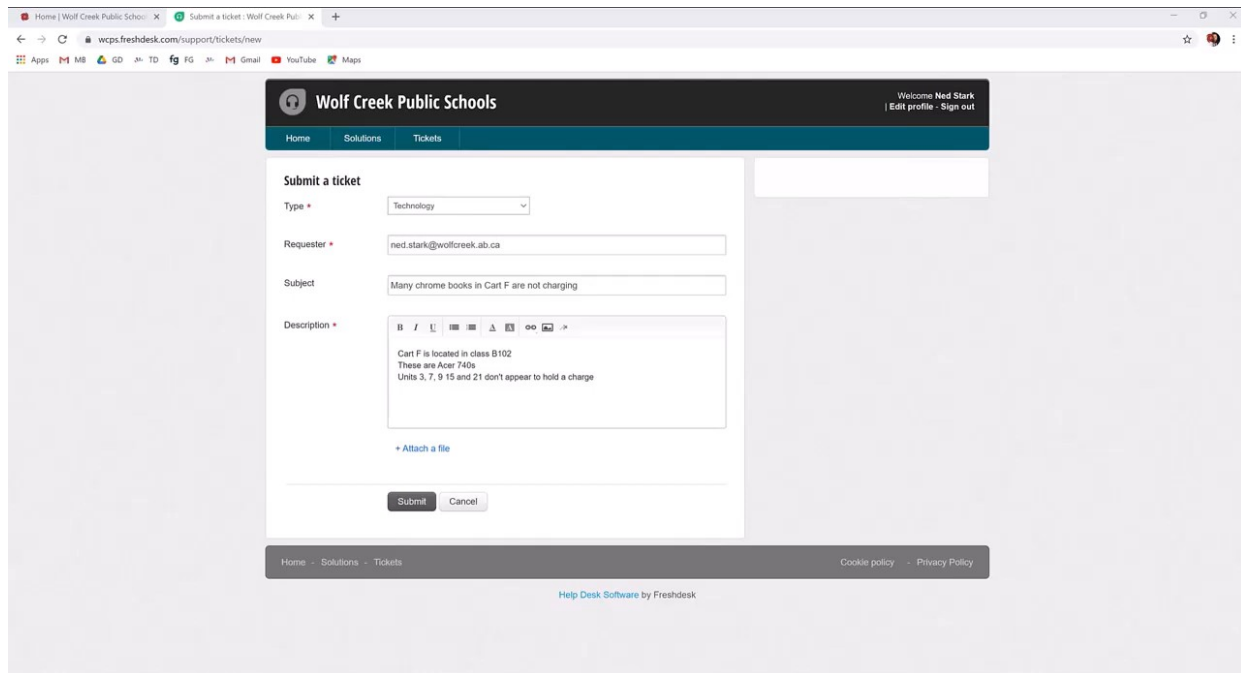
Cookie policy - Privacy Policy

Help Desk Software by Freshdesk

Describe the problem.

STEP 4 Attach evidence and submit

Attach a screenshot when it helps explain the issue, review the details, and select Submit. Watch your email for updates or questions from Technology Services.



The screenshot shows a web browser window with the URL `wcps.freshdesk.com/support/tickets/new`. The page is titled "Submit a ticket" and is part of the "Wolf Creek Public Schools" Freshdesk interface. The user is logged in as "Ned Stark". The form includes the following fields:

- Type:** A dropdown menu set to "Technology".
- Requester:** A text field containing the email address `ned.stark@wolfcreek.ab.ca`.
- Subject:** A text field containing the text "Many chrome books in Cart F are not charging".
- Description:** A rich text editor containing the text: "Cart F is located in class B102", "These are Acer 740s", and "Units 3, 7, 9, 15 and 21 don't appear to hold a charge".

Below the description field is a link that says "+ Attach a file". At the bottom of the form are two buttons: "Submit" and "Cancel". The footer of the page includes navigation links for "Home", "Solutions", and "Tickets", as well as links for "Cookie policy" and "Privacy Policy". A small note at the bottom indicates "Help Desk Software by Freshdesk".

Attach evidence and submit.