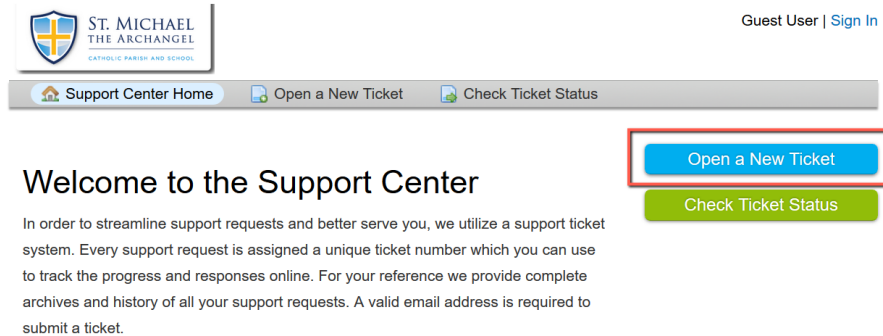


St Michael School Sharonville Student Help Desk

This document will give you information on the use of the new helpdesk system. In the technology department we are striving to provide St. Michael Sharonville School Students with excellent service. In order to achieve this goal, we need your help by adhering to the follow procedure when requesting service from the Technology Department.

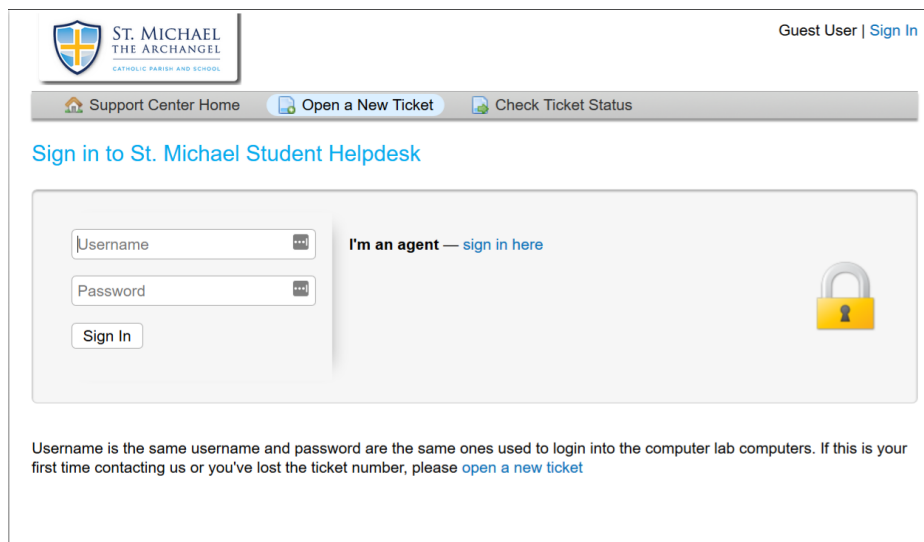
1. **Navigate to <https://studenthelpdesk.stmichaelsharonville.org> Click open a new ticket.**



Your login information is the same as your login for the computers in the computer lab.

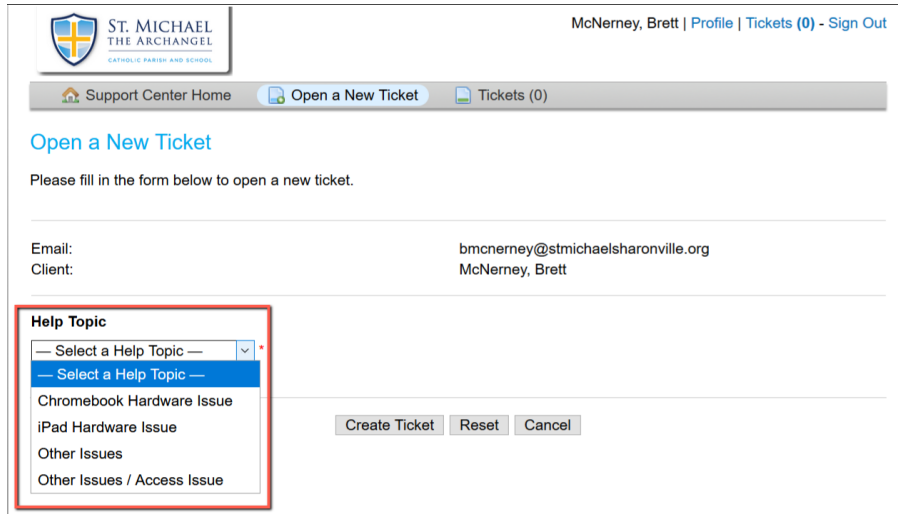
UserName: first initial last name and graduation year (John Smith graduates 2024 users name would be jsmith24.

Click Sign in after entering login information.



The create new ticket screen will open.

2. Select from the drop down the type of issue



ST. MICHAEL THE ARCHANGEL CATHOLIC PARISH AND SCHOOL

McNerney, Brett | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

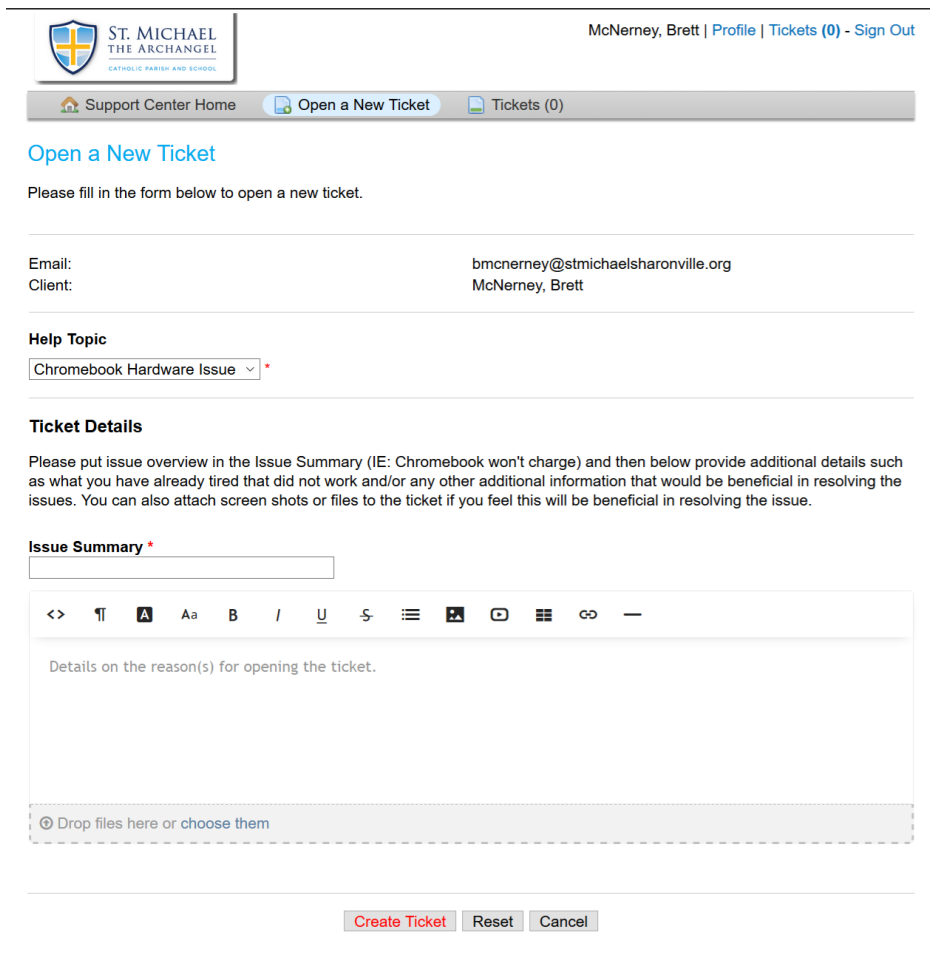
Email: bmcnerney@stmichaelsharonville.org
Client: McNerney, Brett

Help Topic

- Select a Help Topic —
- Select a Help Topic —
- Chromebook Hardware Issue
- iPad Hardware Issue
- Other Issues
- Other Issues / Access Issue

Create Ticket Reset Cancel

3. Ticket Details



ST. MICHAEL THE ARCHANGEL CATHOLIC PARISH AND SCHOOL

McNerney, Brett | Profile | Tickets (0) - Sign Out

Support Center Home Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: bmcnerney@stmichaelsharonville.org
Client: McNerney, Brett

Help Topic

Chromebook Hardware Issue

Ticket Details

Please put issue overview in the Issue Summary (IE: Chromebook won't charge) and then below provide additional details such as what you have already tried that did not work and/or any other additional information that would be beneficial in resolving the issues. You can also attach screen shots or files to the ticket if you feel this will be beneficial in resolving the issue.

Issue Summary *

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Details on the reason(s) for opening the ticket.

Drop files here or choose them

Create Ticket Reset Cancel

Ticket Details

Issue Summary: Give a short descriptor to your issue. Ex. Computer issue, Stylus Issue, Login Issue, ETC.

Issue Details: Please try to be as detailed as possible when describing the issue. The more information that you provide us the better prepared we will be when we work to fix your issue.

You may attach a file to the ticket screen, using the attachment button.

- 4. Click the create ticket button**
- 5. Once work order is submitted. You will get a notification with the ticket information and IT will be notified by email that a new work order has been entered.**
- 6. Communication for additional information will be done through the ticketing system. You can click on the email in the work order email to access the ticket again to add any additional notes or information requested to help resolve the issue.**