

# How to create a help desk ticket





- Go to the SGVROP MyTechDesk Site by clicking the link below, or copy and paste it into your web browser
- Click **sign in to your team** or **register for a new account** (**reset your password** if you forgot your password).
- \*\*\*If you need to register for a new account please contact Rock Lin at [clin@sgvrop.org](mailto:clin@sgvrop.org) to obtain the team password.

**My Tech Desk**



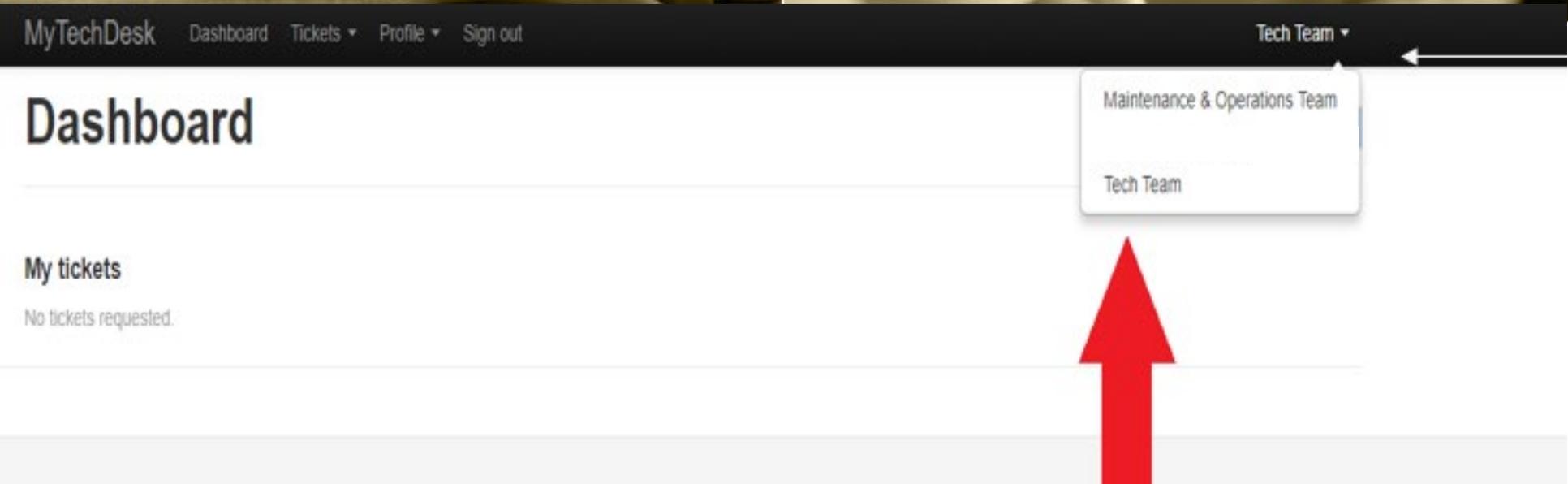
# SELECTING THE CORRECT TEAM

Once you are successfully signed in to MyTechDesk, please make sure that the tickets you create are being sent to the correct team.

**There are two teams in MyTechDesk:**

- **Tech Team**
  - Please direct any technology-related tickets to the Tech Team. For example, requests to check on printer problems, computer issues, software issues and updates, etc.
- **Maintenance Team**
  - Please direct any maintenance issues to the Maintenance Team. For example, issues with facilities, need for toiletries, etc.

# SELECTING THE CORRECT TEAM



You will see a drop down arrow in the upper right hand side of the page once you're logged into mytechdesk. This is where you can select the correct team to direct your ticket. If you do not have two teams to choose from, please contact Rock Lin at [clin@sgvrop.org](mailto:clin@sgvrop.org)



# ADDING TICKETS

https://app.mytechdesk.org/dashboard



MyTechDesk

Dashboard

Tickets ▾

Profile ▾

Sign out

Tech Team ▾

## Dashboard



Add new ticket

### My tickets

No tickets requested.



# DESCRIBE YOUR REQUEST

https://app.mytechdesk.org/ticket/new



## Add ticket

Summary \*

My internet is not working

Cancel Save

Category \*

Computers

Importance \*

Medium

Location \*

Description \*

When I turned my computer on this morning I tried going to my email, but I am getting an error page and my network indicator on my computer shows a red X.

just now

Date Due

2018-04-12 01:00



## Attachments

Please attach any files once the ticket has been saved.

Choose File No file chosen

Display name

Provide an optional name...

Upload file

Add follow-up

## Messages



# SAVE YOUR REQUEST

## Add ticket

Summary \*

My internet is not working

Category \*

Computers

Importance \*

Medium

Description \*

When I turned my computer on this morning I tried going to my email, but I am getting an error page and my network indicator on my computer shows a red X.

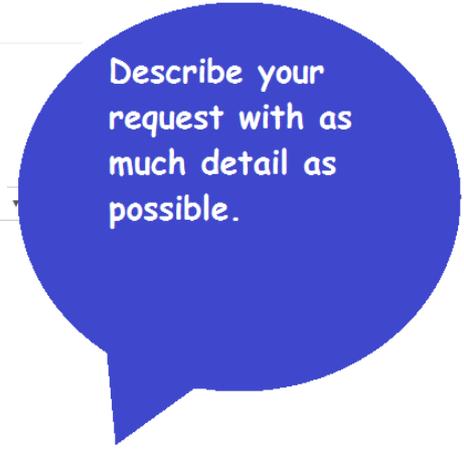
Date Due

2018-04-12 01:00

Cancel Save

Location \*

just now



## Attachments

Please attach any files once the ticket has been saved.

Choose File No file chosen

Display name

Provide an optional name...

Upload file

Add follow-up



# ATTACHING FILES TO YOUR REQUEST

https://app.mytechdesk.org/ticket/2025484/edit

MyTechDesk Dashboard Tickets Profile Sign out Tech Team

## Ticket 1523375031

Summary \*

My internet is not working Discard Save

Category \* Computers Importance \* Medium Location \*

Description \*

When I turned my computer on this morning I tried going to my email, but I am getting an error page and my network indicator on my computer shows a red X. Medium Importance 1 second old Cancel Print

Date Due 2018-04-12 01:00

### Attachments

Choose File No file chosen Display name image Upload file

No file chosen

**Once you have saved your ticket, the option to attach files to it becomes available.**

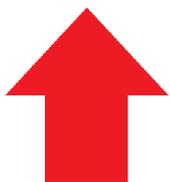
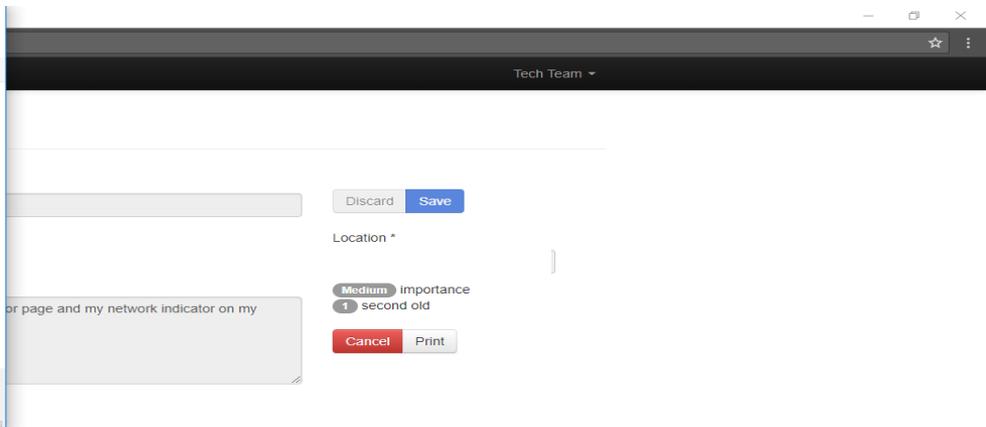
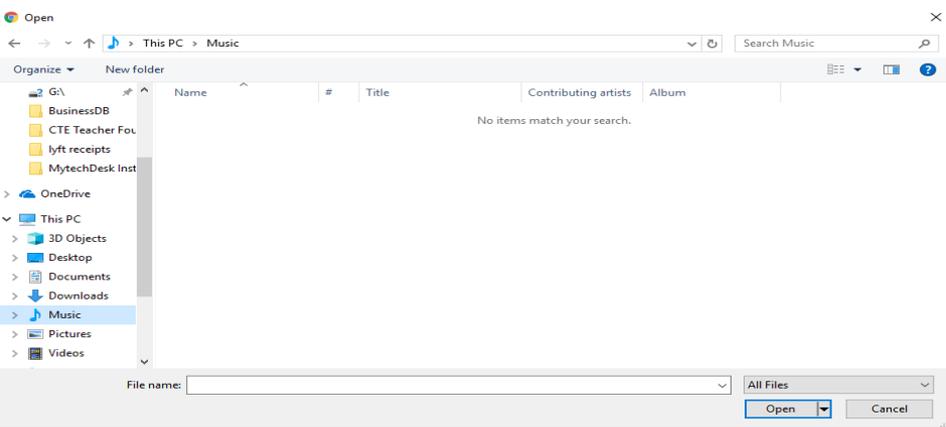
messages No messages are

Add follow-up

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# LOCATE THE FILE THAT YOU WISH TO ATTACH



Browse for the files that you want to attach.



**For further assistance please  
contact Rock Lin at [clin@sgvrop.org](mailto:clin@sgvrop.org)**

**Get Help**