Creating a New YCUSD Service Record (Ticket)

There are two methods to create a new YCUSD Service Record (ticket) – an **Incident** or **Request**.

- Select the **YCUSD Help** icon from your computer desktop.
  or
- Select **Request Tech Help** from the **For Staff** dropdown menu or click on **Tech Help** icon in the upper right hand corner of the District's website.

How to <u>submit an</u> **Incident** (*issue or problem*) service record.
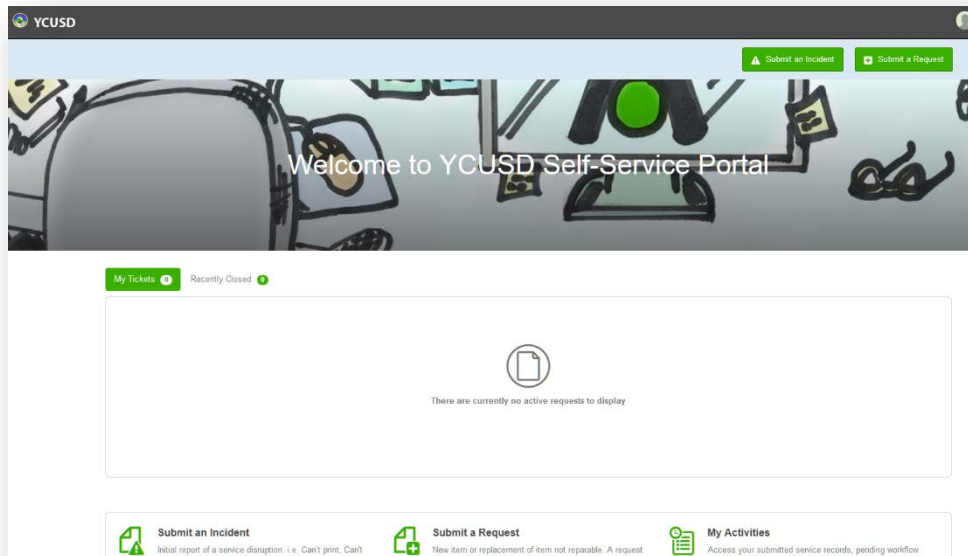
- **Method I**
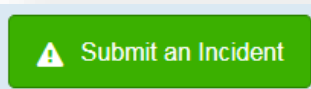 - o Double click the **YCUSD Help** icon from your desktop.

  - o Enter your **Username and Password** (this is same District Username and Password used to login to your computer or email.

  - o Click **Login**

  - o You will be directed to the YCUSD Self-Service Portal.

 - o To create a new Service Record (*new trouble or issue*), select **Submit an Incident**.

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- o Complete the Incident Submission template by selecting "Technology Incident" under Template.
    - ▪ *Type of Incident* * – Select Technology Incident.
    - ▪ *Title* * – Type a brief description of the Incident.
    - ▪ *Category* * - There are two sub-categories - select the category group that best fits your incident, i.e. Computer, Hardware, etc.
    - ▪ *Description* * – Type a complete description of the Incident.
    - ▪ *Main Asset* – users' equipment and/or hardware.
    - ▪ *Location* * – Select the site location of the incident from the dropdown menu.
    - ▪ *Room* * – Enter the room number or name in the specific box. *If there is not a room number, input a brief physical location.*
    - ▪ *Attachments* – If you have pictures or documentation, click Select Attachments to browse for your attachments or drag and drop your file to the specified box.
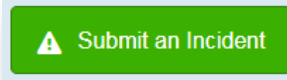
    required field

- o Once all required fields have been completed, select **Submit**.
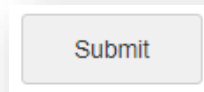
- • **Method II**
    - o Navigate to the District's website, www.ycusd.org. Click **For Staff**, select **Request Tech Help** from the dropdown menu or click the **Tech Help** icon at the top right of the home page.

    - o Select, **Submit an Incident**.

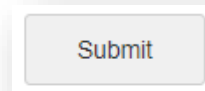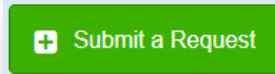   - o Follow the same instructions listed above (for the desktop method).

How to <u>submit a</u> **Request** (*requesting something new or an additional item*) service record.

- • **Method I**
    - o Double click the **YCUSD Help** icon from your desktop.

    - o Select, **Submit a Request**.

    - o Complete the **Submit a Request** Template, as directed in the *Incident directions above*.

    - o Once the Incident Submission form is complete, select **Submit**.

- • **Method II**
    - o Navigate to the District's website, www.ycusd.org. Click **For Staff**, select **Request Tech Help** from the dropdown menu or click the **Tech Help** icon in the upper right hand corner of the District's website.

    - o Complete the **Submit a Request** Template, as directed in the *Incident directions above*.

    - o Once the Incident Submission form is complete, select **Submit**.