
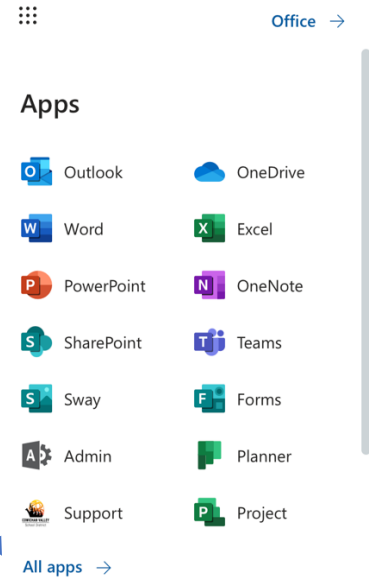
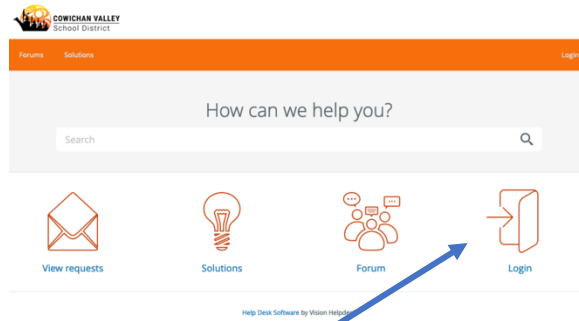
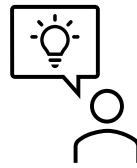


Submitting a Technology Support Ticket Request

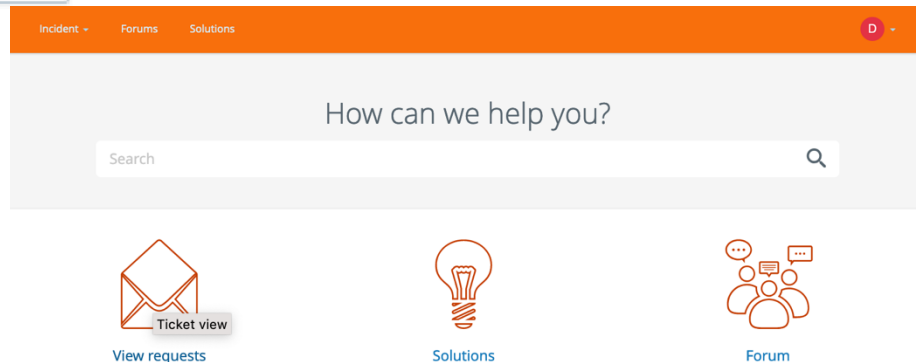
1. In Office 365 click on the App Launcher (looks like a waffle on the top left).
2. Click **All apps** and locate **Support** from the list.
3. Click  **Support**
4. This will take you to the Ticket System.



5. Once there click the login button and then
6. click the SSO icon and you will automatically authenticate.



You can search for support documents before submitting a ticket. The search also searches for open incident tickets you have submitted.



7. Click on **Submit Support Request**

Can't find what you're looking for? Let us help you

Submit Support Request

How can we help you?

Search Q

[Home](#) / [Submit Support Request](#)

Submit Support Request

Department

Priority

Category

Subcategory

School Information

Schools

Room

Names

First Name

Last Name

Subject

Message

8. Complete the fields with a clear description of the issue.

9. Click Submit.
You will receive an email with a ticket identifier in subject line.



A member of the Technology Services Team will respond to your request as soon as possible.

Priority Guidelines

- Low: Little impact on daily work, but would like an answer. eg unable to print to a specific printer, but other printers are accessible.
- Medium: Moderate impact on daily work. Resolution needed in 3-5 days. eg unable to connect 3 of 12 robots for a lesson next week.
- High: Big impact on daily work. Resolution needed within a day. eg wifi not working in classroom.
- Critical: Health and safety concern or issue impacts most of a building. eg network down across entire school with no MYED or phone access and no online resource access for students.