

## How to Submit a Technology Ticket

1. Click on the link below to access the Manage Ticket Engine:

<https://ithelp.washtenawisd.org/>

You will see a screen that looks like this:



2. Please use the following username and password credentials:

Username: lastname

Password: lastname12

Example Account (using Ben Smith as example):

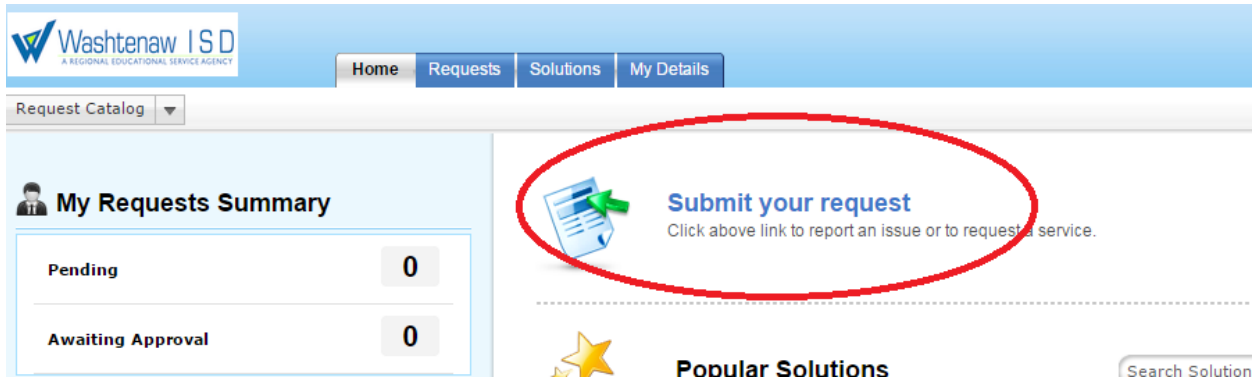
Username: bsmith

Password: bsmith12

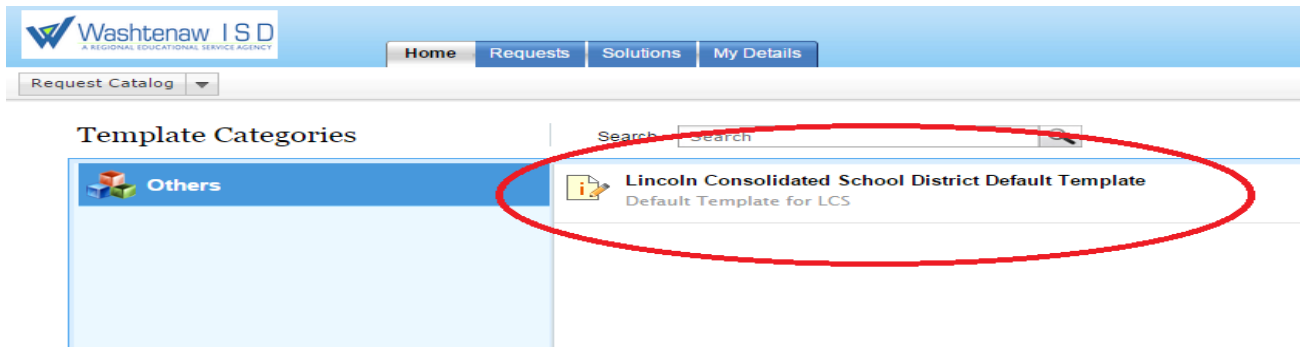
After typing in your login credentials, click on “Options”, select “Local Authentication” from the drop down, then click “Login” (see below).



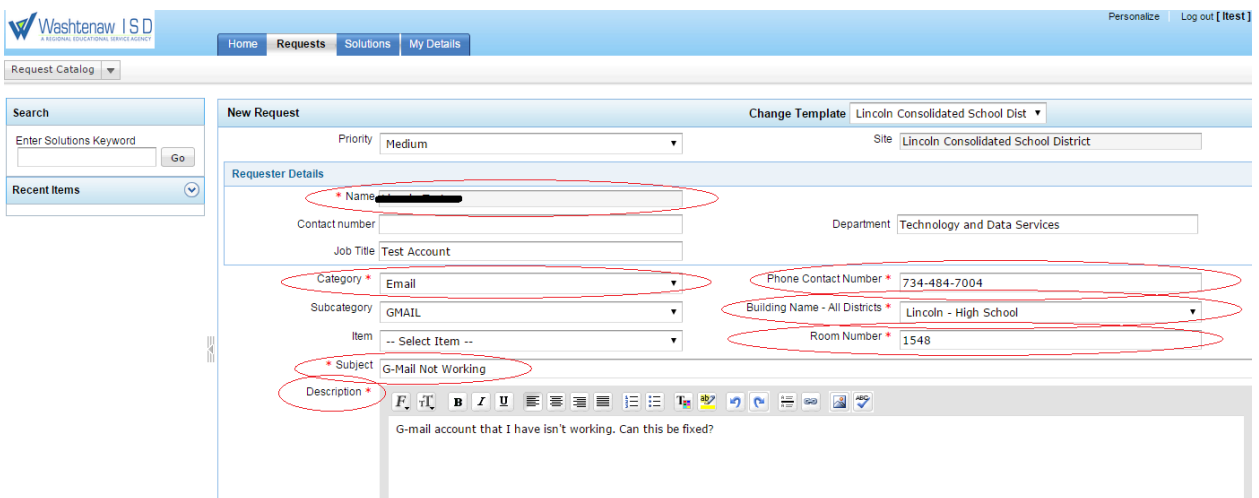
- You are now logged into the system – it should look like the screenshot below. Click on the link that says “Submit Your Request” to continue (circled below in red).



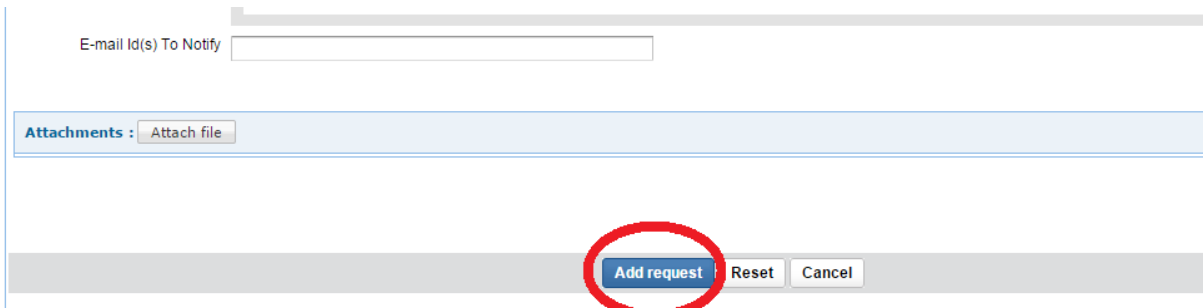
- It will open up a new page. Click on “Lincoln Consolidated School District Default Incident Template” as circled below in red.



- Once you're in, you will need to fill out the sections that have a red asterisk next to it. These fields would be Category, Phone Contact Number, Subject, Building Name, Room Number, and Description (all are circled in red for your reference)



- When you're finished, scroll down to the bottom of the screen and click on "Add Request" (circled in red)



E-mail Id(s) To Notify

**Attachments :**

- That is it. You have successfully completed a Technology Work Request.