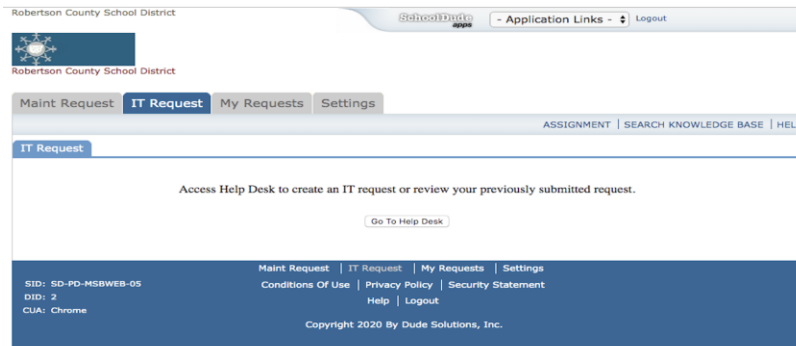# How to submit a Technology Work Request Ticket

- Go to your school's website and locate your tech coach's website.
- Click on "Technology Work Request" found on the left sidebar.
- If you **ARE NOT** currently logged into your Office 365 account, you will be prompted to do so. If you **ARE** currently logged into your Office 365 account you will be directed to the page below.

- On this page, be sure to select "IT Request" before proceeding to the next step.
- Click "Go to Help Desk" and a new window will open as shown below.

- On this page, select the drop-down list next to "Work Type" to identify the type of request you are creating. (Note: RCS technology does not offer support for personal cellular phones.)

- Next, click the "location" drop down list and click on your school.
- Next, enter your room number or area of the building where the issue is located.
- In the "Description" area (*required*), enter **VERY DETAILED INFORMATION** about the issue you are reporting. Doing so will ensure minimal disruption to your classroom. See examples at the end of this document.
- Click "Create Ticket".
- If you need to cancel this ticket, click "cancel".
- On the next page, click close.

Examples of detailed descriptions:

"The teacher unit (identified with a pink Post-It note) is failing to print to the printer located in the front teacher workroom. It will print to the teacher workroom printer at the back of the building. I have restarted my computer, but that did not resolve the issue. For clarification, I am not referring to sending a print job to the copier."

"My Elmo is projecting to my screen when I use it to show items under the camera without issue. When I switch it over to laptop/computer mode, everything displayed on the screen has a purple tinge to it, but the display on the computer looks fine. I tried display from a different computer, but it is still showing everything in purple.