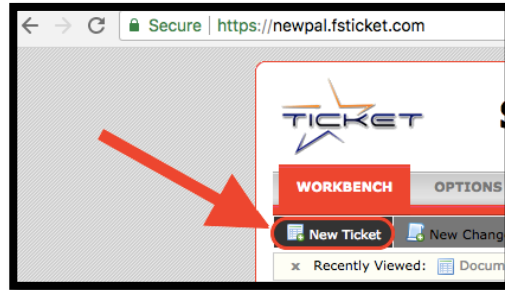


Placing a Help Desk Ticket

1. Go to <https://ecsc.fsticket.com> & Log in
2. Click 'New Ticket'



3. Follow these steps:



Southern Hancock Ticket

Welcome **Human**
Last Login: 02/13/2018 8:16am

WORKBENCH

OPTIONS

KNOWLEDGE BASE

LOGOUT

New Ticket

BETA Use NEW Panel Layout >

Recently Viewed: please push out... Even though you... We were never g... iPad 22,21,20 i... One Ipad would...

New Ticket

Ticket Details

Department	I.T.	Creator	Your Name
Category		Building	BWES
Priority	Medium	Room	20
Description		Asset	No Assets

1. Ensure Accuracy

2. Write All Pertinent Info Here

PERTINENT INFO INCLUDES BUT IS NOT LIMITED TO:

- 🍏 Student Name
- 🍏 Device #
- 🍏 Where Device will be
- 🍏 When Device will be free
- 🍏 Which Printer
- 🍏 Which color ink
- 🍏 Program trying to be used
- 🍏 Username trying to be used
- 🍏 When you will be free (Prep)
- 🍏 Details so we can try fixing without disrupting class
- 🍏 Details in general
- 🍏 What steps you already tried
- 🍏 That you tried restarting

Please be Secure! Never send your Password!

Ticket Options

Contact Type

Ticket Documents

Relate a document

Choose File No file chosen (Maximum file size: 32M)

Document Description

Attach Screen Shots Here

Back

Create Ticket

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