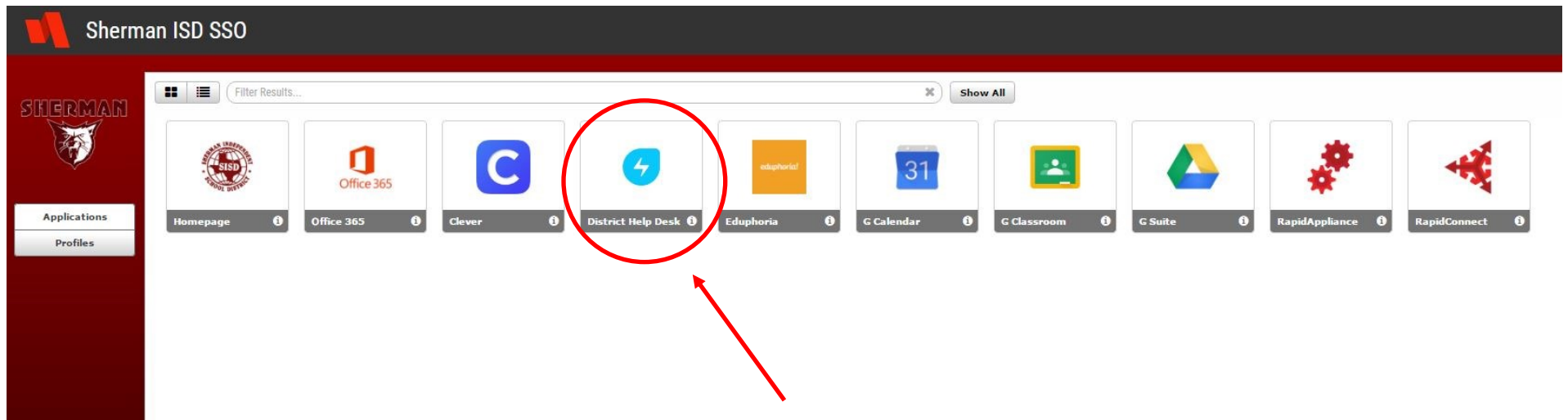


# Creating a Help Desk Ticket

1. Go to the Sherman ISD SSO Page (sso.shermanisd.net) and login. Then click the light blue icon titled "District Help Desk"



# Creating a Help Desk Ticket

2. Click “Report an Incident” in the center of your screen.

The screenshot displays the Sherman ISD Helpdesk interface. At the top left is the Sherman ISD logo and the text "Sherman ISD Helpdesk". The navigation bar includes "HOME", "SOLUTIONS", "TICKETS", and "SERVICE CATALOG". On the right of the navigation bar, there is a notification bell with the number "2", a user profile for "Sergio Lopez", and a "New Ticket" button. Below the navigation bar is a search bar with the placeholder text "Enter your search term here...".

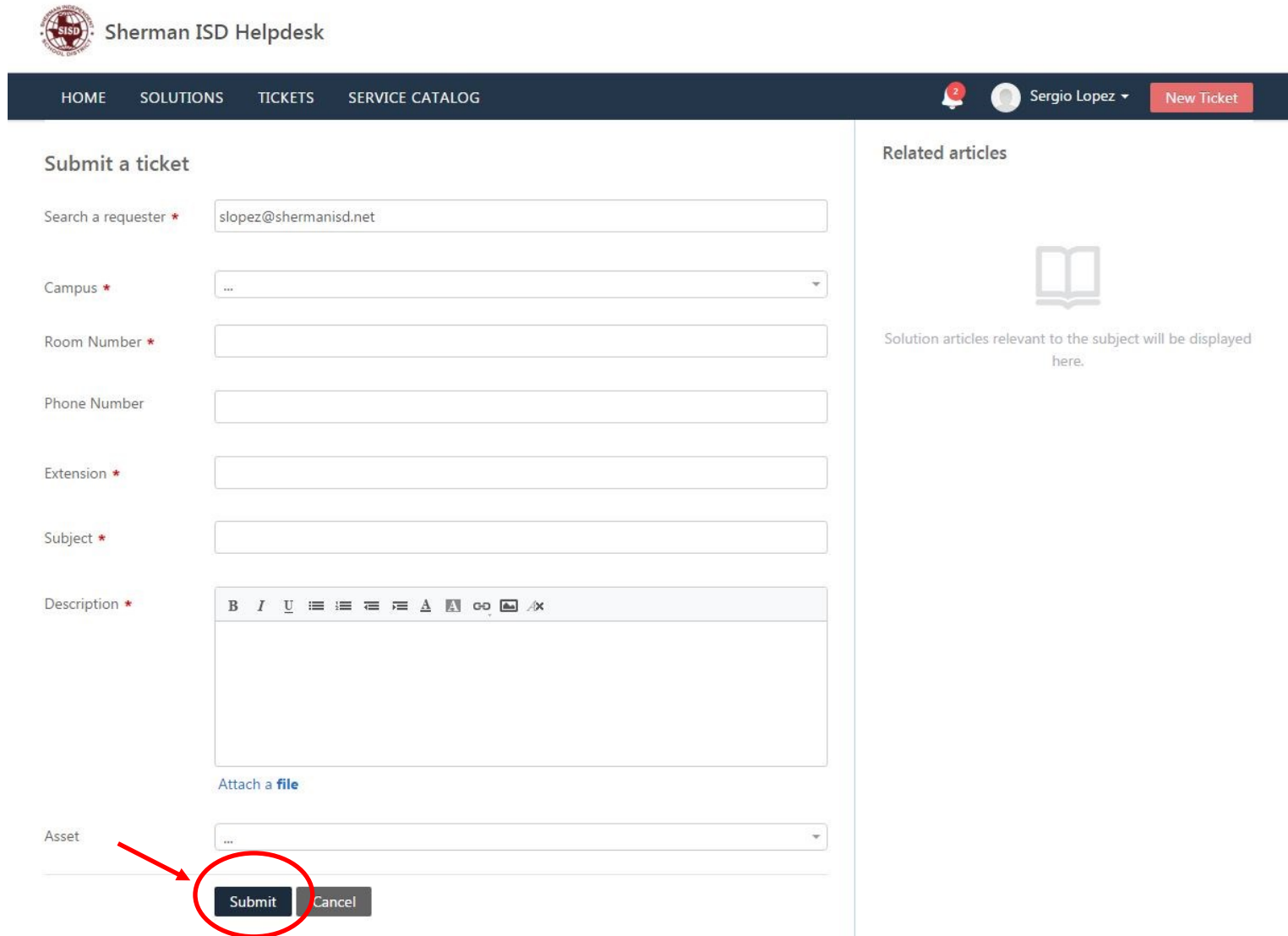
The main content area features an "Announcements" section with a megaphone icon, the text "Welcome to Freshservice", and the date "5 Jun, 2018". Below this is a row of five service tiles:

- Your Tickets**: All your tickets, responses & activities
- Pending Approvals**: Requests waiting for your Approval
- Report an Incident**: Raise an incident with your support team (This tile is circled in red, and a red arrow points to it from the "Announcements" section).
- Request New Service**: Raise a request for a new device or service
- Browse Solutions**: Find the answers to your queries in our exhaustive solutions

At the bottom, there are two sections: "Popular Services" with a link to "View all services" and a service item "Password Reset"; and "Popular Solutions" with a link to "View all articles" and a solution item "District Email on an iPhone".

# Creating a Help Desk Ticket

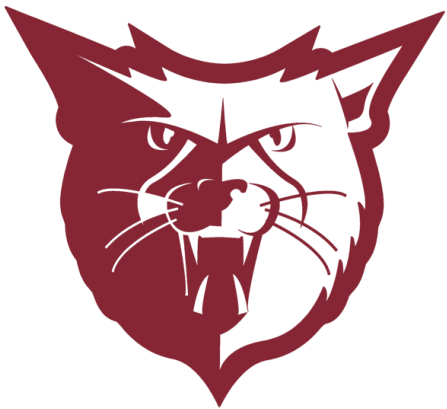
3. Fill out the required fields and click “Submit” when finished. Please try and be as detailed as possible to help us resolve your issue quickly.



The screenshot shows the Sherman ISD Helpdesk interface. At the top left is the Sherman ISD logo and the text "Sherman ISD Helpdesk". A dark navigation bar contains "HOME", "SOLUTIONS", "TICKETS", and "SERVICE CATALOG". On the right of the navigation bar, there is a notification bell with a red "2", a user profile for "Sergio Lopez", and a red "New Ticket" button. The main content area is titled "Submit a ticket" and contains several form fields: "Search a requester \*" with the value "slopez@shermanisd.net", "Campus \*" with a dropdown menu, "Room Number \*" with an empty text box, "Phone Number" with an empty text box, "Extension \*" with an empty text box, "Subject \*" with an empty text box, and "Description \*" with a rich text editor. Below the description field is a link "Attach a file". At the bottom, there is an "Asset" dropdown menu and two buttons: "Submit" and "Cancel". A red circle highlights the "Submit" button, with a red arrow pointing to it from the left.

## *Creating a Help Desk Ticket*

4. Please note that you can reply to any email associated with your ticket or email [helpdesk@shermanisd.net](mailto:helpdesk@shermanisd.net) to add notes to a current ticket, or to open a new ticket.



**SHERMAN**  

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**Independent School District**