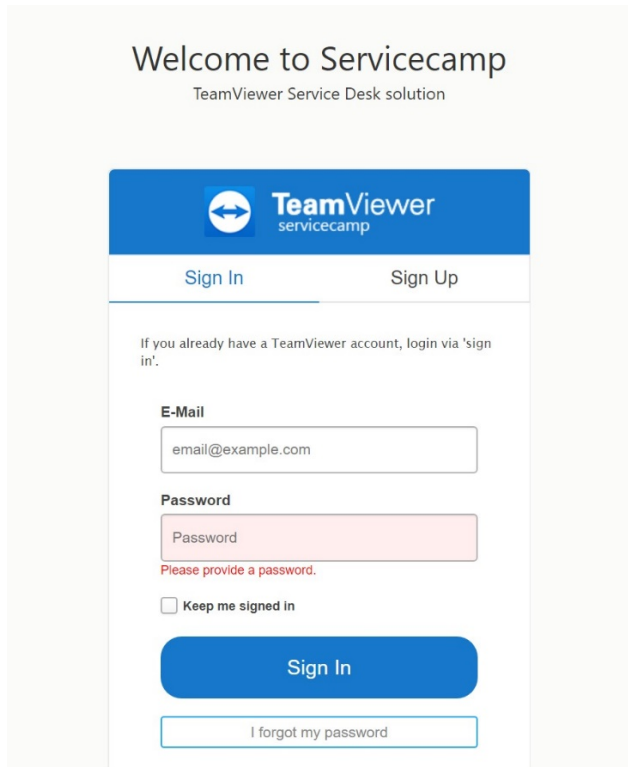


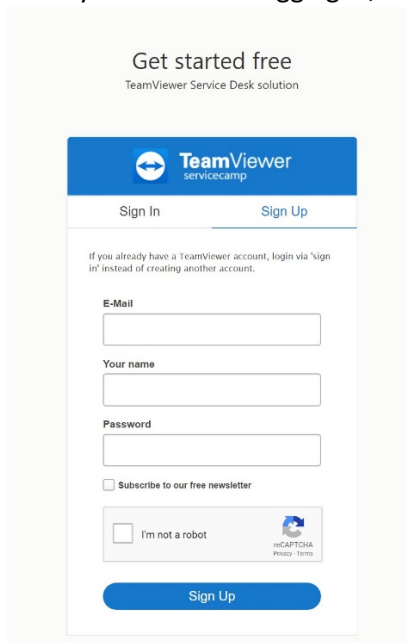
How to open a tech ticket.

1. Go to [http://www.mauryk12.org/teachers\\_staff/technology\\_services](http://www.mauryk12.org/teachers_staff/technology_services)
2. Under links Click [Tech Tickets](#)
3. You will see a page that looks like this:



The screenshot shows the 'Sign In' page of the TeamViewer Service Desk. At the top, it says 'Welcome to Servicecamp' and 'TeamViewer Service Desk solution'. Below this is a blue header with the TeamViewer logo and 'servicecamp' text. There are two tabs: 'Sign In' (selected) and 'Sign Up'. The main content area contains the text: 'If you already have a TeamViewer account, login via 'sign in''. Below this are two input fields: 'E-Mail' with the placeholder 'email@example.com' and 'Password' with the placeholder 'Password'. A red error message 'Please provide a password.' is visible below the password field. There is a checkbox for 'Keep me signed in' and a blue 'Sign In' button. At the bottom, there is a link that says 'I forgot my password'.

4. If it is your first time logging in, click sign up, it will look like this:



The screenshot shows the 'Sign Up' page of the TeamViewer Service Desk. At the top, it says 'Get started free' and 'TeamViewer Service Desk solution'. Below this is a blue header with the TeamViewer logo and 'servicecamp' text. There are two tabs: 'Sign In' and 'Sign Up' (selected). The main content area contains the text: 'If you already have a TeamViewer account, login via 'sign in' instead of creating another account.'. Below this are three input fields: 'E-Mail', 'Your name', and 'Password'. There is a checkbox for 'Subscribe to our free newsletter' and a checkbox for 'I'm not a robot' next to a CAPTCHA widget. At the bottom, there is a blue 'Sign Up' button.

5. Enter you email address

6. Enter your Name
7. Enter a Password
8. Check the I'm not a robot box
9. Click Sign up
10. If it says you already have an account that is ok. Go back to sign in and click I forgot my password and enter your email and it will send you a link to reset it.
11. Go to the Sign In portion again and log in. You may see a Message pop up about adding this PC

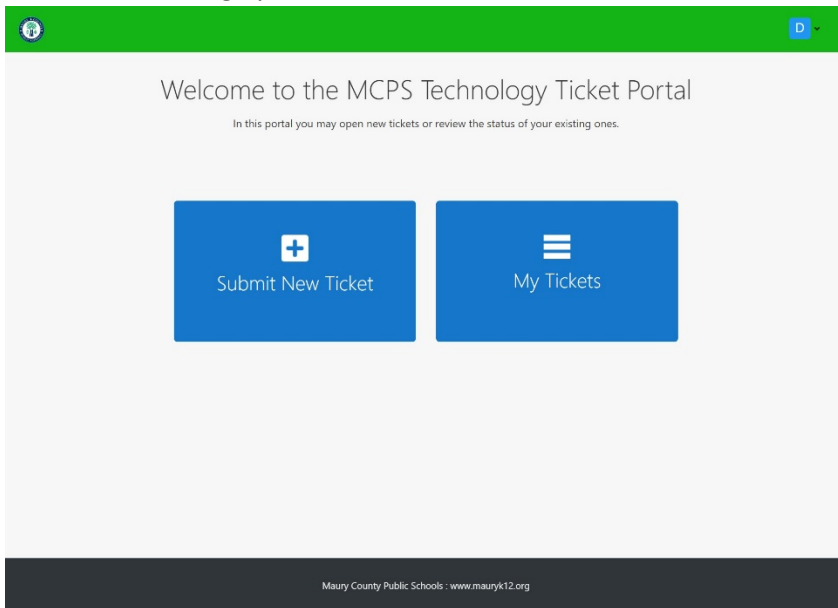
To ensure the continued security of your account, you need to first confirm this browser is a trusted device. We have sent you a confirmation email containing a device authorization link. If you don't receive this verification email within a reasonable amount of time, please check your junk or spam folder. Read further information about [trusted devices](#).

to trusted Devices, that is ok. It will send you an email to add it.

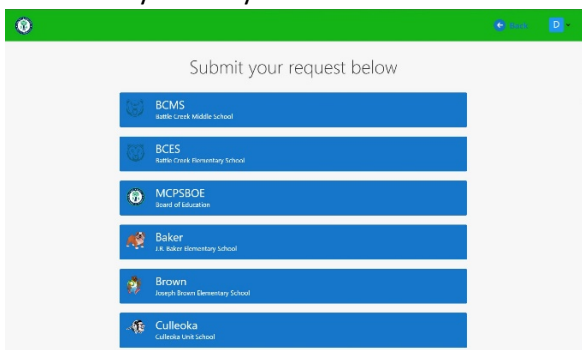
Device successfully added  
The device has been added to your trusted devices.  
You can sign in now.

After you add it, you will see

12. The Sign Up will only be done once
13. Now go back to the Sign In page and log in
14. This will be the Page you will see:




15. Click Submit New Ticket
16. Scroll until you find your Location:



17. Fill out the fields.

## Create New Ticket ✕

<b>Requester*</b> <b>Dray</b>	<b>Inboxes</b> <b>Baker</b>
<b>Room Number*</b> <input type="text"/>	<b>Priority*</b> <input type="text" value="Low"/>
<b>What do you need Help with?*</b> <input type="text" value="Chromebook"/>	<b>Asset Tag</b> <input type="text"/>
<b>Subject*</b> <input type="text" value="Baker"/>	
<b>Description *</b> <input type="text" value="Description"/>	
<b>Upload file</b> 	

18. Room Number is your room number or Location (Gym, Office Library Etc)

19. Priority is Priority.

20. What do you need Help with? Is a basic type of problem you are having so we can get an idea of the issue.

21. The Fields with an \* at the end are required

22. Subject is where you will put what you issue is

23. Description is a detailed description of the issue (anything that would be helpful in troubleshooting your problem).

24. Click Create. You and your tech will get an email of the ticket