

# Submit a Help Desk Request

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## Select Help Desk.

The screenshot displays the ONE TO ONE PLUS Help Desk dashboard. The interface includes a top navigation bar with a search field, a left sidebar with navigation options, and a main content area with several analytics charts. The 'Help Desk' menu item in the sidebar is highlighted with an orange box.

**Dashboard Navigation:**

- Dashboard
- Sites
- Assets
- Students
- Staff
- Locations
- Help Desk**
- Manage
- My Tickets
- Add New
- Submit Ticket
- Bulk Update
- Invoices
- Imports
- Reports

**Analytics Charts:**

- Open Tickets by Assigned Technician:**


Technician	Count
Burt Lancaster	28
Mitzi Brown	28
Joey Cole	3
John Gordon	1
Charles Gordon	1
Landon Lancaster	1
Chelsey Cole	1
Mike Lewis	1
Landon Jones	1
- Open Tickets by Site:**

Site	Count
DHS	59
EMS	1
DES	2
DMS	4
- Open Tickets by Type:**

Type	Count
Cracked Screen	52
Keyboard	24
Missing Charger	2
Network Issue	2
Network	1
Password Reset	1
Display Issue	1
Display Screen	1
HVAC Check	1
- Tickets by Status:**

Status	Count
New Service Call	44
Depot Repair	15
Repair	5
Third Party Repair	1
Device in Transit	1
- Tickets by Closure Type**
- Outstanding Tickets by Time**

# Select Submit Ticket.

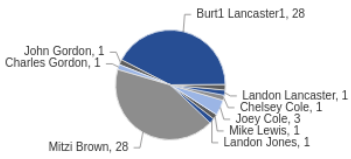
Q

Home > Dashboard Demo School District | Burt Lancaster

- Dashboard
- Sites >
- Assets >
- Students >
- Staff >
- Locations >
- Help Desk >
- Manage
- My Tickets
- Add New
- Submit Ticket**
- Bulk Update
- Invoices >
- Imports >
- Reports >

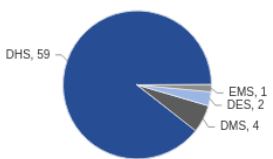
**Tickets** | Assets | Users | Locations

### Open Tickets by Assigned Technician



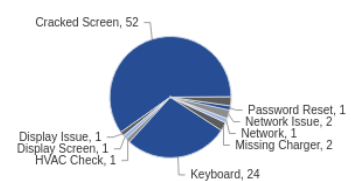
Technician	Tickets
Burt Lancaster	28
Mitzi Brown	28
Joey Cole	3
John Gordon	1
Charles Gordon	1
Landon Lancaster	1
Chelsey Cole	1
Mike Lewis	1
Landon Jones	1

### Open Tickets by Site



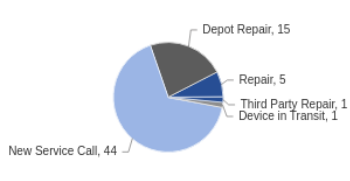
Site	Tickets
DHS	59
DMS	4
DES	2
EMS	1

### Open Tickets by Type



Type	Tickets
Cracked Screen	52
Keyboard	24
Missing Charger	2
Network Issue	2
Network	1
Display Issue	1
Display Screen	1
HVAC Check	1
Password Reset	1

### Tickets by Status



Status	Tickets
New Service Call	44
Depot Repair	15
Repair	5
Third Party Repair	1
Device in Transit	1

### Tickets by Closure Type

### Outstanding Tickets by Time

60

# Select the ticket type that you wish to submit.

**ONE TO ONE PLUS**

Search

Home > Submit Ticket Forms

Demo School District | Burt Lancaster

**The internet is out at DHS and will be restored by tomorrow morning. Please do not submit a ticket for this internet issue.**

## Submit Ticket

- Submit Ticket**  
Submit a ticket
- Student Device**  
Use this form to report issues related to student devices.
- Teacher/Staff Device Issue**  
Use this form to report issues related to teachers or staff devices.
- Miscellaneous**  
Use this form for miscellaneous request.

Dashboard  
Sites >  
Assets >  
Students >  
Staff >  
Locations >  
Help Desk >  
Manage  
My Tickets  
Add New  
Submit Ticket  
Bulk Update  
Invoices >  
Imports >  
Reports >

# Complete the fields in the form.


Complete all required fields as well as additional helpful information.

The screenshot shows the 'Student Device' form within the ONE TO ONE PLUS interface. The form is titled 'Student Device' and includes the instruction 'Use this form to report issues related to student devices.' The form is divided into three main sections:

- Type of Issue:** This section contains two required fields: 'Type Categories \*' (a dropdown menu with a red border) and 'Select an issue \*' (a dropdown menu).
- Describe the Issue:** This section contains a required text area labeled 'Description \*'.
- User:** This section contains a required dropdown menu labeled 'Select a user \*'.

The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The top navigation bar includes a search bar and the user's name, Burt Lancaster.

# Click Save to submit your request.




Home > Submit Ticket Forms > Student Device Demo School District | Burt Lancaster

**Device Type** Select a device type \*

**School or Site** Select a school or site \*

**Add Attachments**

Attachments

  
Click to choose files or drag here

**Assign Spare Device** Select a device

✔ Save