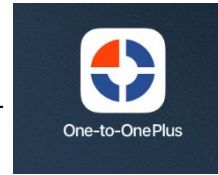
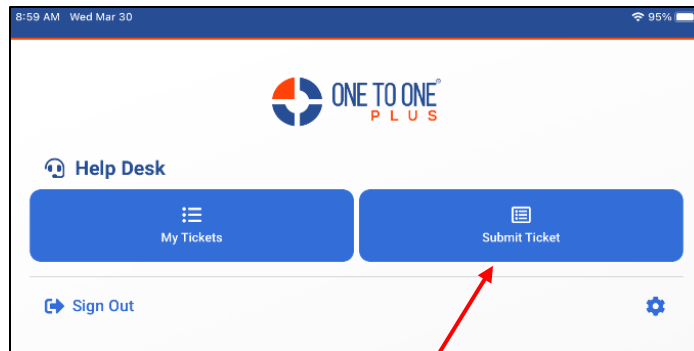


## Using One to One Plus for Technology Help Desk Tickets – iPad App

- Look for the app named **One-to-One Plus** – click to launch.
- When launched for the first time you will be presented with a screen to search for **Spring Grove Area School District** and to enter your email address and password. Check the **Remain Signed In** button for the app to save your username/password.

A screenshot of the One-to-One Plus app's sign-in screen. The screen displays the app's logo at the top, followed by a "Sign In" heading. Below the heading are three input fields: "District \*" with "Spring Grove Area School District" entered, "Username \*" with "wolfe@sgasd.org" entered, and "Password \*". A "Remain Signed In" checkbox is checked and highlighted with a red arrow. At the bottom is a blue "Sign In" button with a lock icon on the left.

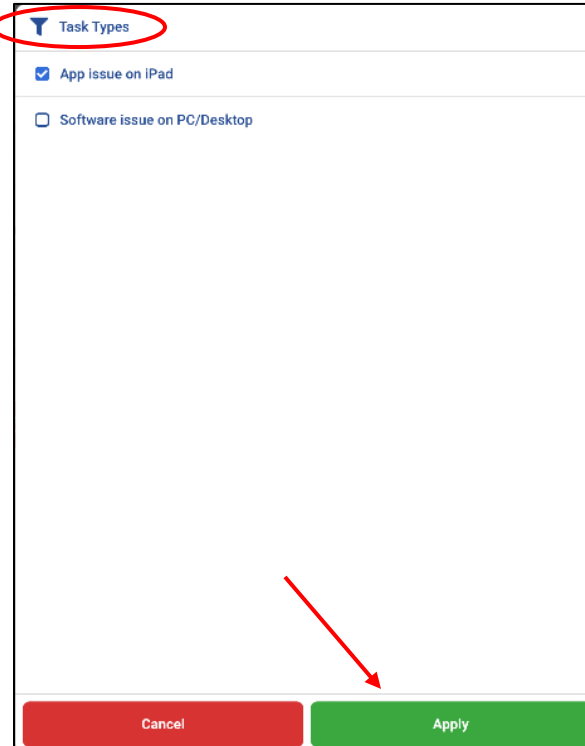
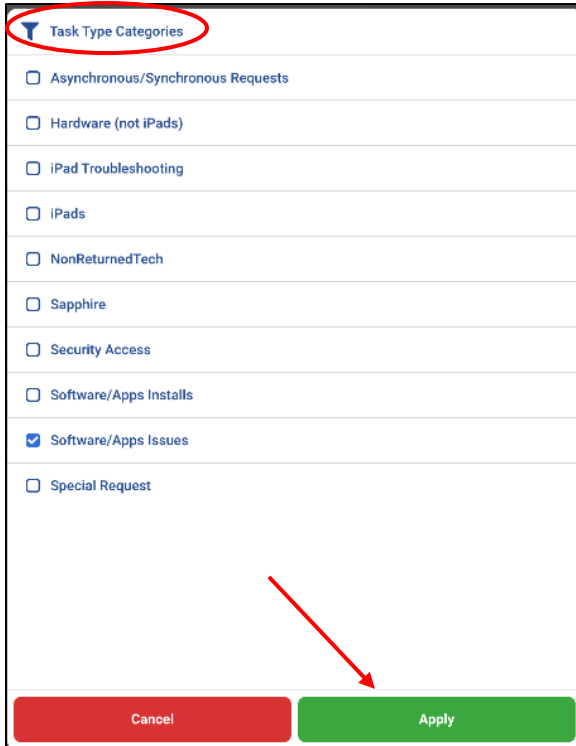
- Once signed in, you will be taken to the next screen where you can select to view **MyTickets (currently open/active tickets only)** or **Submit Ticket**.



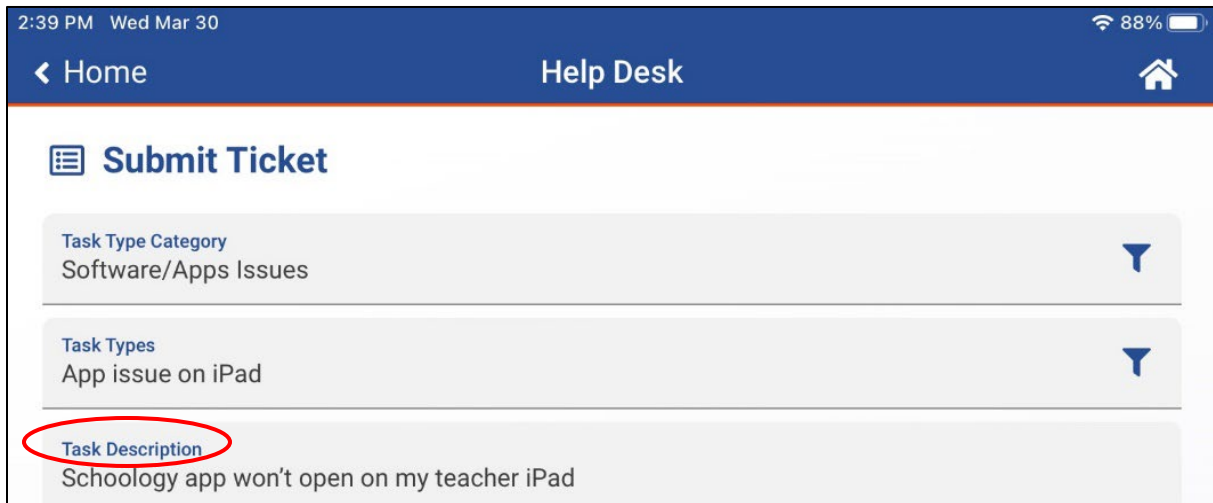
- To send in a new Help Desk ticket click on **Submit Ticket** and walk through the steps.

A screenshot of the One-to-One Plus app's "Submit Ticket" screen. The screen displays the "Submit Ticket" heading at the top. Below the heading are several input fields: "Task Type Category", "Task Types", "Task Description", "Who is being affected?", "User", and "Location". Each field has a search icon on the right. Below the "User" field is a "-OR-" separator. At the bottom left is a red circular refresh icon and at the bottom right is a "Submit" button.

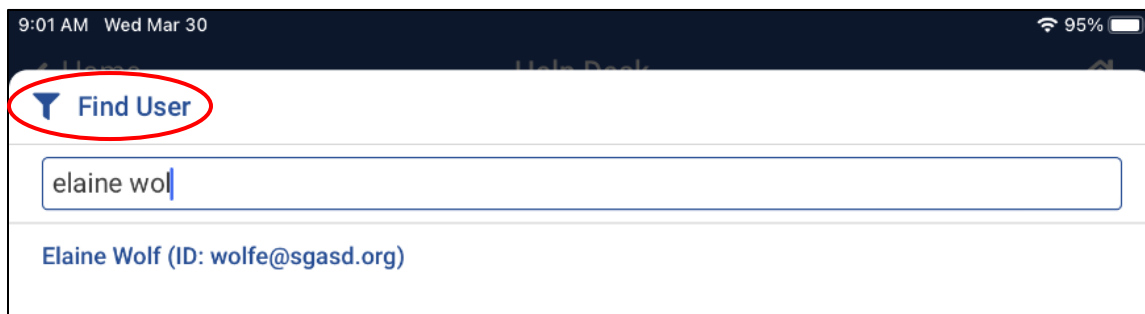
- Select the **Task Type Category** that aligns with your issue or request, click **Apply**. Do the same for the **Task Type** filter and click **Apply**.



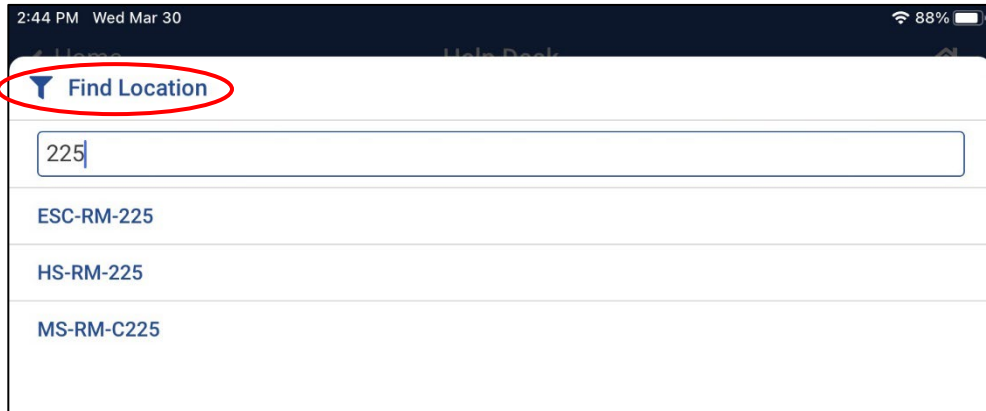
- Next, type in details on the **Task Description**, include as much information as you can to assist in the troubleshooting of your issue.



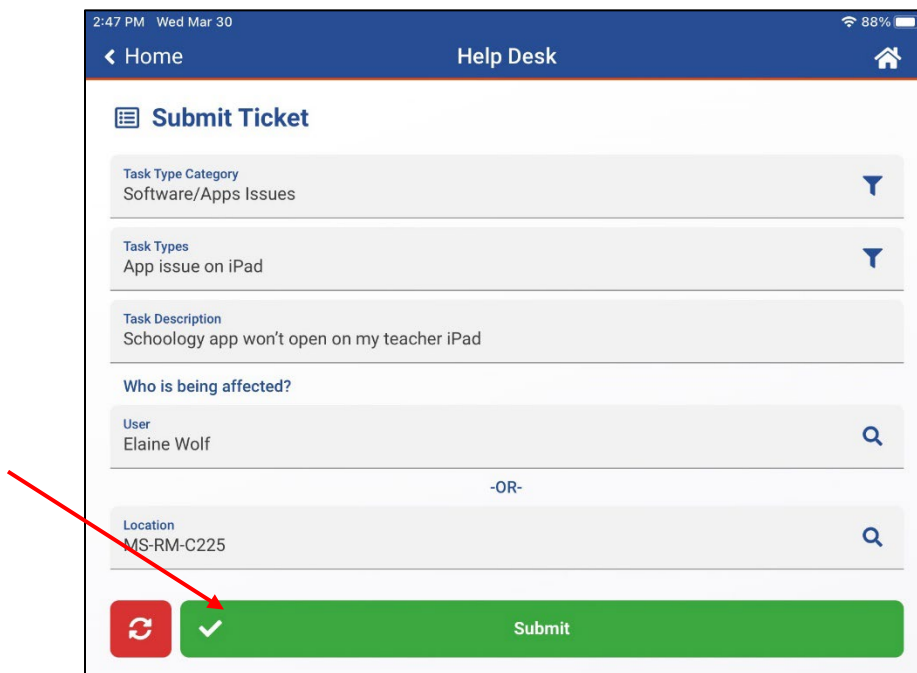
- Now we need to know who is reporting the issue or making a request. Search for your name in **Find User**.



- If the issue is room specific, we ask that you also search and select the room in **Find Location**. Again, you can just type in the numeric part and then select the more descriptive room name.



- When completed, click on the **Submit** button.



- You will be shown that the ticket has been created after you submit.



- You will also receive an email noting the ticket and associated details.