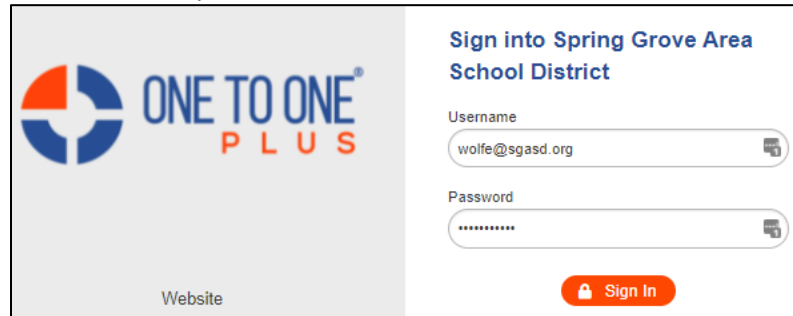
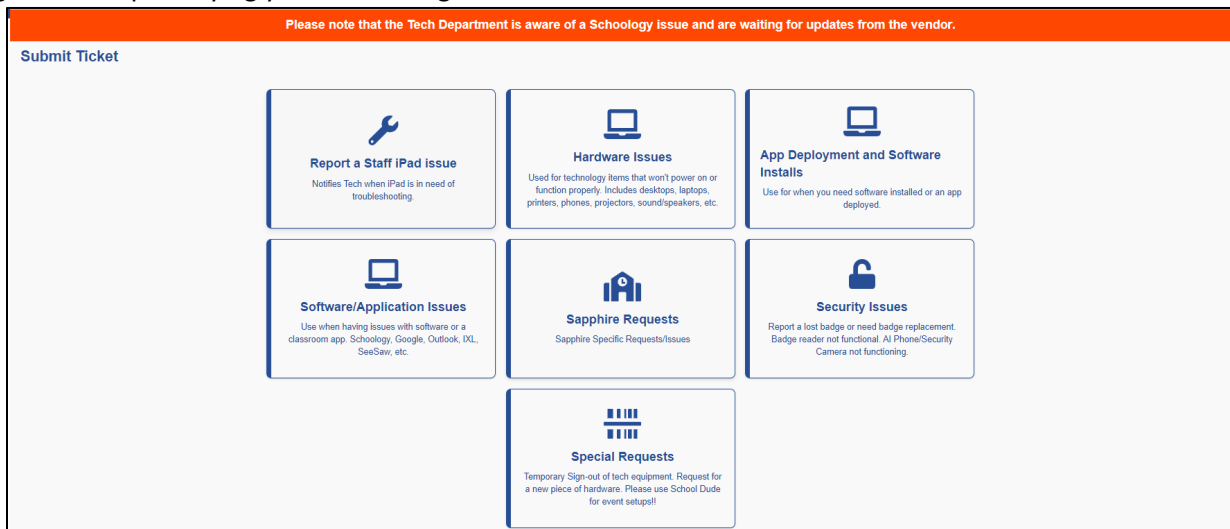


Using One to One Plus for Technology Help Desk Tickets - Browser

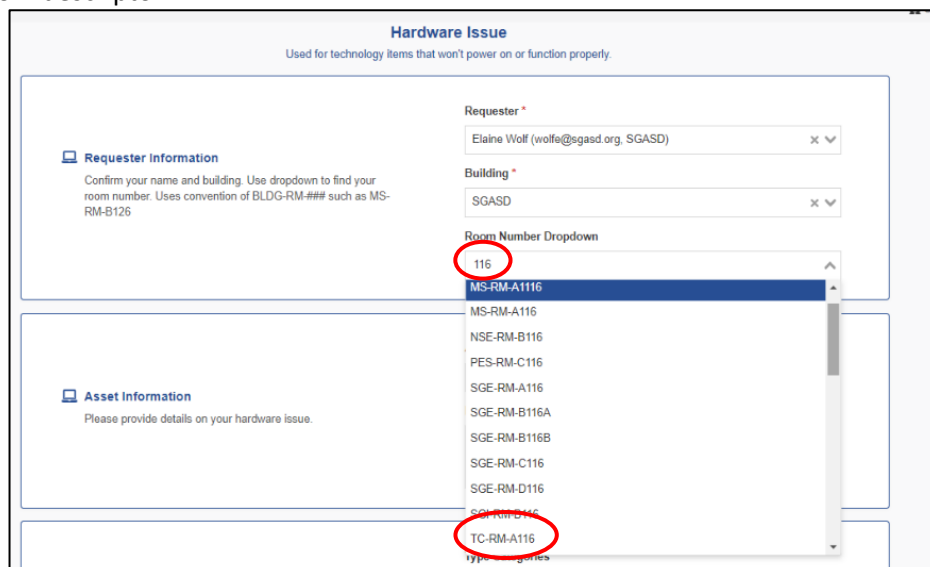
- You may find the shortcut under the Staff shortcuts on the district website – www.sgasd.org or directly here - https://1to1plus.com/login/SpringGrove_PA
- Login using your email address and password



- You will land on the **Submit Ticket** screen showing various ticket type entries. You may also find a district wide message at the top notifying you of an outage or known issue.



- Click on the panel that best describes your technology issue or concern.
- A few dropdown selections will need to be completed, and in most cases, details on the issue or request.
 - If there is **Room Number Dropdown**, you may type in your room number and then select the room associated with your building. In the example below, I type in 116, and then select TC-RM-A116 which is the full room descriptor.



- Choosing the correct room number will auto-populate items that are assigned to that room. Any devices, such as iPads or laptops, assigned to you will also display.

Asset Information
Please provide details on your hardware issue.

Asset Assigned to Room Number and/or Requester

- 300478 (Monitor, LCD-205WNXM-BK)
- 311165 (Laptop, Thinkpad T430s)
- 313149 (Phone, CP-8821)
- 316015 (Dock, Dock)
- 317489 (iPad, iPad 7th Gen 32GB)
- 317595 (Phone, CP-8851)

Type Categories *

- Select the item, include **Details on the Issue**, and then, to coordinate the ticket type assignment, select the **Ticket Type**. To submit the ticket, click on the **Green Save button** at the bottom.

Asset Information
Please provide details on your hardware issue.

Asset Assigned to Room Number and/or Requester
300478 (Monitor, LCD-205WNXM-BK)

Details on your issue. *

There are white horizontal lines on the monitor.

Ticket Type
Please select ticket type.

Type Categories *
Hardware (not iPads)

Ticket Category *
Monitor

Save

- When the ticket is submitted, you will receive an email with the ticket number in the subject.

1to1plus Task TSK-1238463 - Priority Moderate - New Ticket Tue 3/29/2022 2:38 PM 85 KB
CAUTION: This email originated from outside the school district. Exercise caution when opening

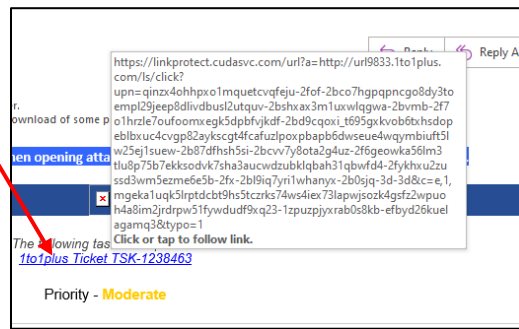
- When you open the email, you'll see the details of the ticket.

The following task was updated:
[1to1plus Ticket TSK-1238463](#)

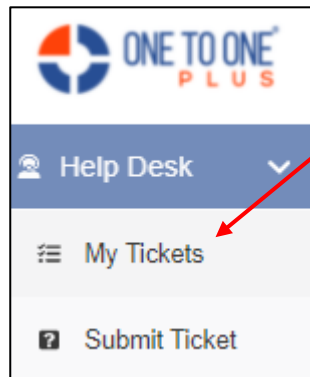
Priority - **Moderate**

Ticket ID	TSK-1238463
Ticket Description	There are white horizontal lines on the monitor.
Ticket Type	Monitor
Asset ID	300478
Type	Monitor
Serial Number	86104625YA
Model	LCD-205WNXM-BK
Manufacturer	NEC
Related User	Elaine Wolf
Technician	David Gipe
Contact	Elaine Wolf
Contact Email	wolfe@sgasd.org

- At any time you can click on the blue link at the top of the ticket email to return to the ticket inside of One to One Plus.



- You may add more details to the ticket or check the status of the ticket.
- To view all your open tickets go to the upper left under **Help Desk** and select **My Tickets**



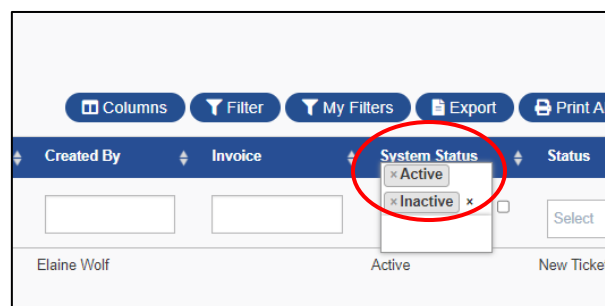
My Tickets (3 of 294)

Search My Tickets

Columns Filter My Filters Export Print All Add

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related Location	Technician	Created By
TSK-1238463	86104625YA	300478	Monitor	Hardware (not iPads)	There are white horizontal lines on the monitor.		Elaine Wolf	TC-RM-A104	David Gipe	Elaine Wolf

- Click on the **TICKET NUMBER** to open and add comments
- If you want to view past tickets or tickets that have been closed, scroll to the right and click on the **System Status** filter and select **Inactive**.



- When the ticket is closed and the issue resolved, you will receive another email noting the ticket closure along with **Closure Notes** on the resolution.

1to1plus Task TSK-1238463 - Priority Moderate - Closed Wed 3/30/2022 2:17 PM
 CAUTION: This email originated from outside the school district. Exercise caution when opening

Closure Type	Replacement
Closure Notes	Damaged/defective item replaced. Replaced defective monitor.