# CLIENT TICKET CREATION INSTRUCTION

To generate a new Web Help Desk (WHD) ticket, please use this link:

http://helpdesk.ucps.k12.nc.us/   or visit the UCPS home page, then click on the Technology Services Help Desk link.

Below is an example of the login page.  Please login using your full email and password.
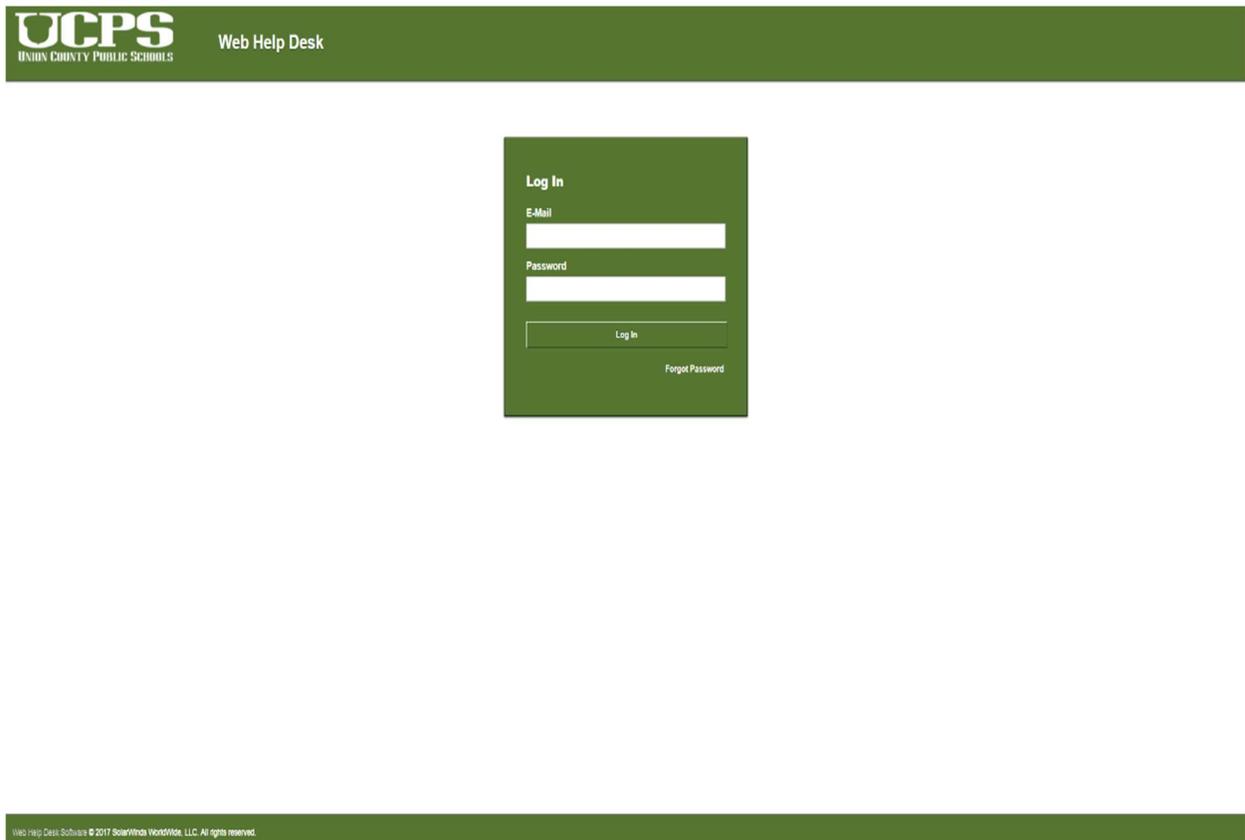
After Login you will see the requests tab as the default open tab.  To create a ticket, select your request type from the dropdown menu highlighted in the example below.

The request types are narrowed to these five parent categories Accounts, Hardware, Network Connection, Software, and Websites. You must select one of the available options in the dropdown menu in order to proceed.

After initial category selection, more dropdown menus appear with instructions tailored to the request. In the example below a staff member requests a Software App to be installed on the student Chromebook. In the subject line the staff member enters the name of the app requested and in the details pane, then enters the username of the student that needs the app.

Listed below is the confirmation screen which includes ticket # an email will also be sent to the creator of the ticket.
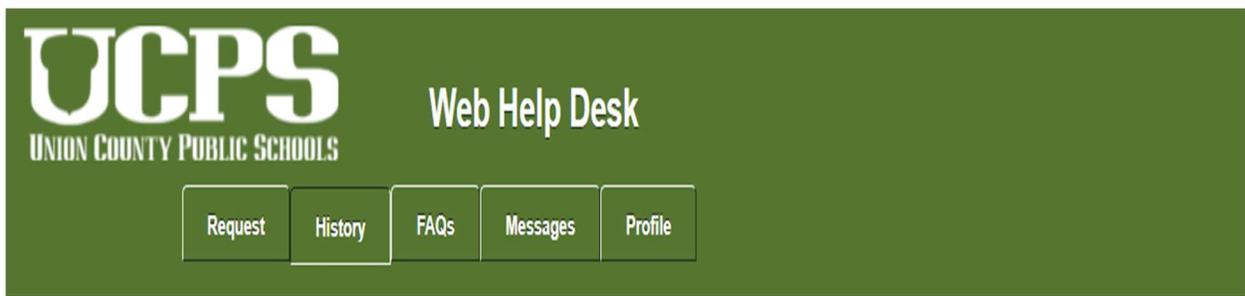
After successfully creating a WHD ticket you can check the progress on your ticket via the History tab. Staff will have the ability to search by ticket number, status, or keyword. Example listed below.