

Technology Services Department

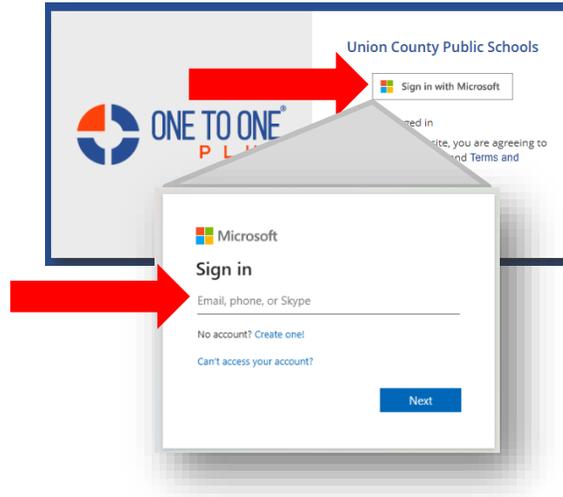
721 Brewer Drive
Monroe, NC 28112
(704) 296-3143

SUBMIT A TICKET

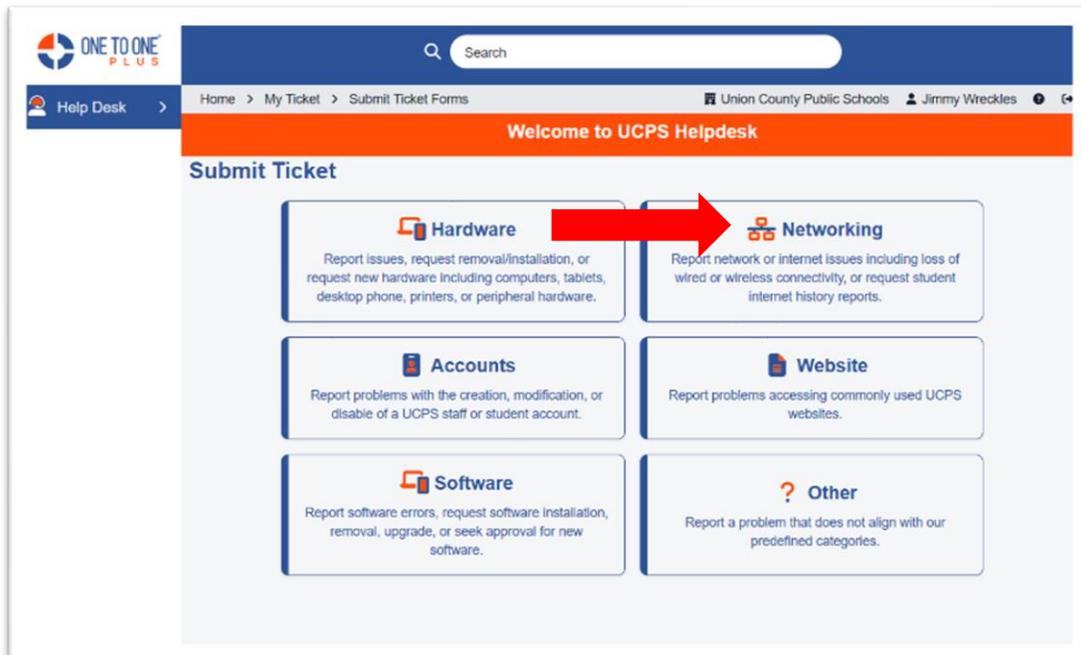
Created By: Technology Services

This document provides a walkthrough on how to access 1 to 1 plus to submit a ticket.

1. Navigate to [1 to 1 Plus](#).
2. Click "Sign in with Microsoft"
3. Enter your credentials:
 - a. first.last@ucps.k12.nc.us
 - b. Password: Domain/Email password
4. Answer any MFA prompts to continue.



5. Read each ticket type description to determine what type of ticket needs to be submitted.
 - a. Select one of the ticket Categories.



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- 6. Select the Type of Ticket that matches your problem.

Networking
Report network or internet issues including loss of wired or wireless connectivity, or request student internet history reports.

What is the issue or request?

Networking Type *

- Internet is Down - Multiple Rooms
- Internet is Down - Single Room
- Internet is Down - Whole School
- Student internet history request
- Wired Network Connections
- Wireless Network Connections

- 7. Select Who is being affected.
 - a. Assigned User: This is automatically populated in for some ticket types. This can be changed if the problem is affecting a student or a different user. Search for a staff user with first.last or student via the student number.
 - b. Related Asset: Search for a UCPS asset tag or serial number if the issue is affecting a single device.

Who is being affected?

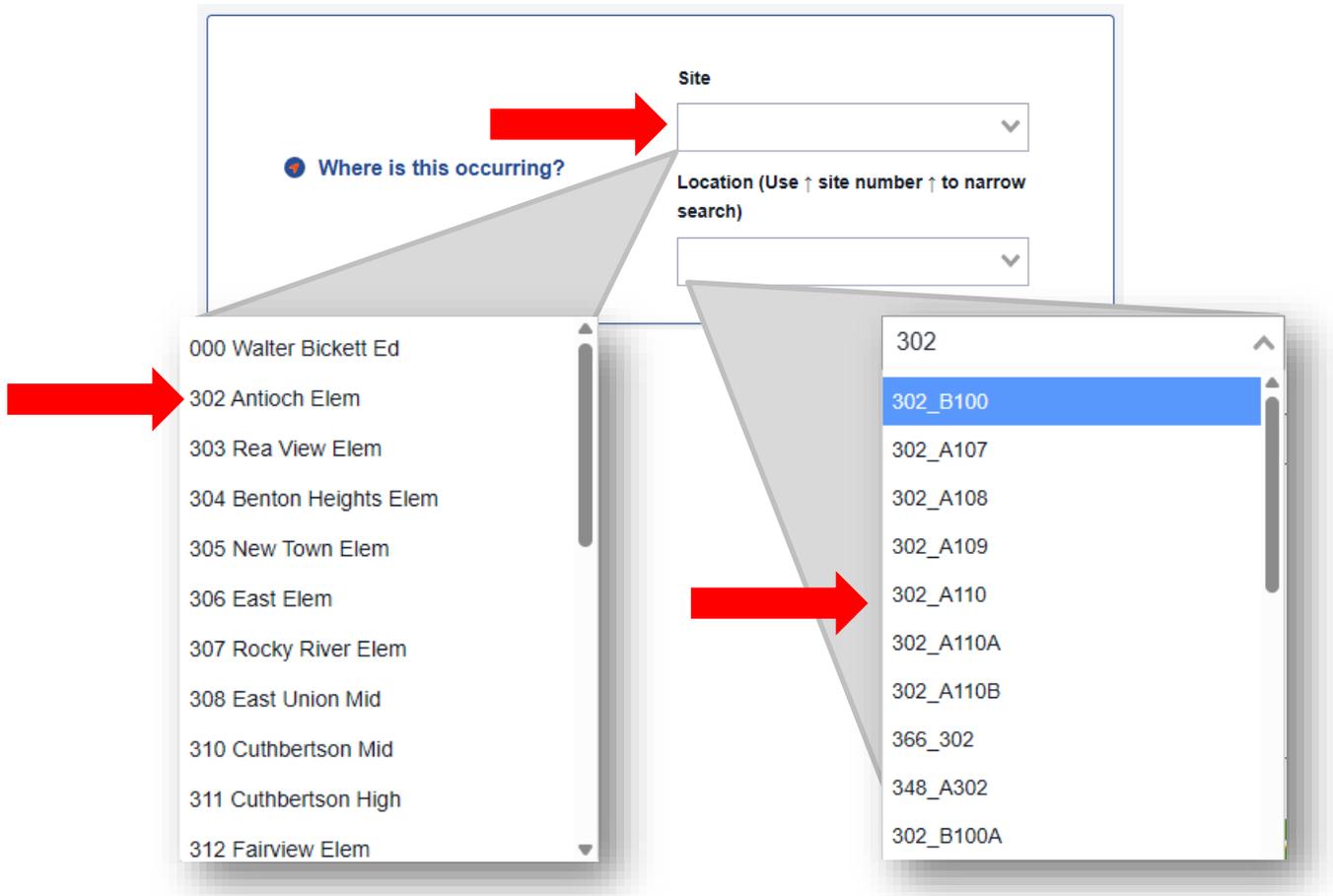
Assigned User

Related Asset

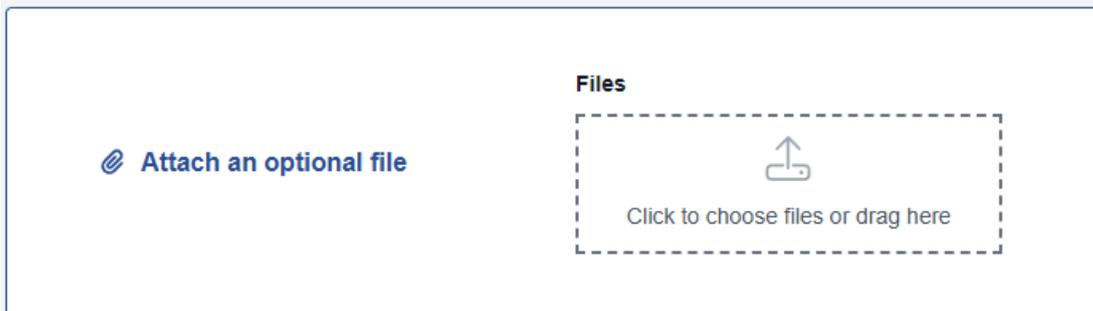
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- 8. Where is this occurring?
 - a. Site: This is automatically populated if a Assigned User is selected in the previous step. This can be changed manually if the problem is occurring at a different site.
 - b. Location: Use the Site numbers listed above to narrow down the search for the room that this problem is occurring.



- 9. Attach an optional file
 - a. Click to upload or drag a file in to the window to create an attachment.



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10. Click Save
11. Click My Tickets
 - a. Review any open tickets

The screenshot shows the 'My Tickets' page in the ONE TO ONE PLUS system. The page header includes the logo and a search bar. The left sidebar has a 'My Tickets' link highlighted with a red arrow. The main content area shows a table of tickets with the following columns: Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, and Description. A red arrow points to the first row of the table, which contains the ticket ID TSK-6179139, Asset Serial Number PW03MDCD, Asset ID UC-000870, Ticket Type Wireless Network Connections, Ticket Type Category Network, and Description I cant get on the wireless.

12. Add ticket notes if any changes occur to the problem you are experiencing to update your assigned Engineer.
 - a. Click Save and Send to notify the Technician.

The screenshot shows the 'Edit Ticket TSK-6179139' page in the ONE TO ONE PLUS system. The page header includes the logo and a search bar. The left sidebar has a 'My Tickets' link highlighted with a red arrow. The main content area shows the ticket details and a 'Notes' section. A red arrow points to the '+ Add' button in the 'Notes' section. A modal window titled 'Enter a new note' is open, showing a text area with the note 'Its working now! You can close the ticket. Thanks'.