

# Steps to Create a Service Ticket for Principal Portal Certification

# Step 1:

ITD Help Options:

ITD  
Information Technology Department

About Us - Our Services - ITD Resources ITD News

Online Chat Call Reset

» ITD Quick Links

**ITD HELPDESK**

- HOME
- LOGIN AND PASSWORD ▾
- EMAIL HELP ▾
- NEW ONLINE SERVICE REQUEST SYSTEM ▾
- WEBSITE SERVICES ▾
- CYBER SAFETY ▾
- TECH PURCHASING ▾
- OTHER HELP TOPICS ▾

Learn how to install the mobile App

Click here

Starting October 2nd, 2017 ITD is introducing an updated Online Service Request System

Learn how to submit a Service Request

Trouble accessing the Online Service Request System

Reset Password Online Ticket Live Chat Call Center

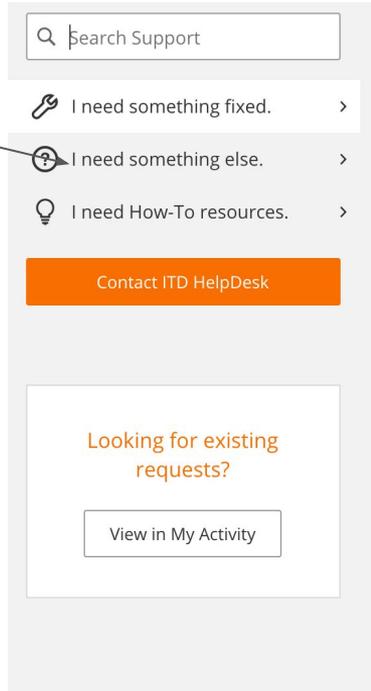
john.smith  
.....  
Enter

Note: Password resets that can't be handled using the [Reset Password button](#) need to be directed to the [Call Center option](#). Live Chat cannot be used for password resets.

Click on "Online Ticket Icon"

# Step 2:

Choose “**I need something else.**”



The screenshot shows a search bar at the top with the text "Search Support". Below it are three menu items: "I need something fixed." with a wrench icon, "I need something else." with a question mark icon (highlighted by a line from the text to its left), and "I need How-To resources." with a lightbulb icon. Below these is an orange button labeled "Contact ITD HelpDesk". At the bottom, there is a white box with the text "Looking for existing requests?" and a button labeled "View in My Activity".

## I need something fixed.



### Report a problem with a computing, printing, or peripheral device

Use this request for issue with your computer, printer, server, tablet or any hardware.



### Request Telecom Support & Services

Use this request for support and services related to Phone, Voice mail, Auto Attendance, PA/Intercom, Intrusion Alarms, Surveillance Device, and Radio Systems.



### Request Network or WiFi Support

Use this request for any network related needs, including: connectivity, IP request, VLAN, Voice, Cabling - Data Center, Fiber.



### Request assistance with MiSIS/Schoology

Use this request for assistance with the MiSIS system (including Schoology).



### Email Support

Request assistance with Email issues related to login, sending, receiving and Student Emails.



### Request Food Services CMS Assistance

Request for assistance with issues in using the CMS software, Equipment problems with the Manager's computer, POS terminals, PIN Pads, Cash drawers and System communication.



### Request ITI Assistance

Use this request for Instructional Technology Initiative (ITI) assistance. Request formerly known as Common Core for the iPads, CCTP, MDM, Apple, Windows, Chromebook project.



### Report ILTSS Destiny Issues

# Step 3:

## Select “Request Software or Application Assistance”

Search Support

- I need something fixed. >
- I need something else.** >
- I need How-To resources. >

Contact ITD HelpDesk

Looking for existing requests?

View in My Activity

### I need something else.

-  **Request Payroll Support**  
Use this request for Payroll Support Services such as Pay Stub, Missing hours and Time Reporting Requests.
-  **Request Software or Application Assistance**  
Use this request for obtaining support on District software applications such as MyData or Microsoft Excel.
-  **Internet Security**  
Firewall Port Blocked / Unblocked, Request a Website Blocked, Request a Website Un-blocked
-  **MyPLN Support**  
Use this request for obtaining support regarding My Professional Learning Network (MyPLN).
-  **Request Development of Schools and Offices Homepage**  
Use this to request access or assistance to School Loop, Schoolwires, URL, Friendly URL, and Wistia.
-  **Security Plan Review**  
This is a request to approve a security plan for developing and installing a new system/application.
-  **District Administrative Sites**  
Request any kind of maintenance and/or Repairs pertaining to Facilities .
-  **Welligent Support**  
Welligent Support Request Entry
-  **Salary Allocation Support – Certificated only**  
Salary Allocation Support for Certificated employees only.

# Step 4:

Fill in the requested information and select “**Principal Portal - Elementary Physical Education**” and submit.

Search Support

I need something fixed. >

I need something else. >

I need How-To resources. >

Contact ITD HelpDesk

Looking for existing requests?

View in My Activity

For faster service make sure you select the correct service request. This request is for Software Applications only.

Application Name: \*

Search from available values

principal portal

- Principal Portal - Administrator Certification
- Principal Portal - Discipline Foundation
- Principal Portal - EL Certification
- Principal Portal - Elementary Physical Education
- Principal Portal - State Testing Certification
- Principal Portal - Williams sufficiency certification

Search from available values

Supporting Requests.

Microsoft Excel.

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