

# Creating A Ticket for Technology Assistance

1. Goto: <http://gcstickets.gcs.local>

GCS Maintenance Ticketing System [Sign In](#)

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

### Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

**Open a New Ticket**

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)

**Check Ticket Status**

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

2. Click on OPEN A NEW TICKET

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### Sign in to Greene County Schools Ticketing System

To better serve you, we encourage our Clients to register for an account.

[I'm an agent — sign in here](#)

3. Enter username and password you use to logon to your computer. Click SIGN IN.

### Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic: [Select a Help Topic](#)

Email:

Client:

**Ticket Details**  
*Please Describe Your Issue*

Asset Tag:

Room:

Issue Summary:

**Issue Details:**

4. Select a topic, enter asset tag if applicable, put room number or name. In ISSUE SUMMARY, briefly enter problem. In ISSUE DETAILS, enter anything to best describe the issue.

[Create Ticket](#) [Reset](#) [Cancel](#)

5. Click CREATE TICKET.

**Ticket #0000010**

Ticket Status:	Open
Department:	Support
Create Date:	11/17/2014 7:31 pm
Asset Tag:	1234546
Room:	Library

6. You will see the ticket created: with ticket details.

You will also receive an email

7. In the top right corner, click SIGN OUT.

GCS Maintenance Ticketing System [Ellen Myers | Profile | Tickets \(4\)](#) [Sign Out](#)