QUICK STEP GUIDE TO CREATING A TICKET IN FENNVILLE's NEW HELP DESK SYSTEM

1. Access the web page by clicking the below link or copying it to you web browser:

   a. http://helpdesk.swmitech.org

2. Enter your Fennville email address in the first box where it says *"Your email address"* under the Login tab on the left side of the screen

3. Type the default password in the second box under the Login tab. ***If you do not know your password, please contact your building secretary.***

4. Click the "Login" button

5. Click "Submit a Ticket" to create a new ticket

6. Select your Department **(this will always be "FEN – Fennville")**

7. Choose your location from the list provided

   a. This is going to be the location where you are experiencing the issue or need assistance in

8. Click the "Next" button

9. In the "Location:" field, please enter your room number, area of your cubicle or other identifying information.

10. In the "Phone Number:" this needs to be the number we can reach you at. That number may be different than your extension number. The number shown here is where we will call.

11. Unless you are requesting approved new hardware or software please skip down to the "Your Message" area.

12. In the "Subject" field, please give a brief description of what your issue is (do not use single word subjects, please be descriptive)

13. In the next field describe in greater detail what your issue is

    a. If you have a file with an error message, documentation of what you want to order or other documentation that may be helpful in resolving your issue, attach it by clicking Add File, Choose File, browse to the file and click on the file name. The file name will appear in the Choose File box.

14. Click the "Submit" button

15. Click Logout on the left side of the screen

ADDITIONAL INFO: You will receive an email from **SW MiTech Help Desk** with a link back to the ticket. Please watch for these emails.

Click that link. It will open right to your ticket after you log in. Use the link to communicate with the technician or engineering working on your ticket. ***Please do not call or email directly to the technician or engineer assigned to your ticket.*** Communication through the help desk ticketing system helps us serve you more efficiently.