

QUICK STEP GUIDE TO CREATING A TICKET THE HELP DESK SYSTEM

1. Access the web page below by clicking on the link :
 - a. <https://helpdesk.swmitech.org>
2. Enter your 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 the password, please contact your building secretary.***
4. Click the Login button
5. Click Submit a Ticket to create a new ticket
6. Click GUL – MiTech Gull Lake Community Schools under Department
7. Select your building
8. Click Next
9. Choose location from the drop down
10. If your room is not shown, type in your room number in the Other Location (Please Specify) box
11. Phone Number should 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.
12. Subject – give a brief description of what your issue is (do not use single word subjects, please be descriptive)
13. In the box below describe in greater detail what your issue is
 - a. If you have a file with an error message 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 Submit
15. Click Logout on the left side of the screen

ADDITIONAL INFO: You will receive an email from **MiTech** 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 engineer 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.