

Submitting Tickets for Another User or Location

Submitting a Ticket for Another User

You can submit a ticket on behalf of another user simply by clicking on your user icon near the top-left of the ticket submission page.

The screenshot shows the top of a web application. At the top left, there is a user profile for 'Ben Fowler' with a yellow box around it and a yellow arrow pointing to it. To its right is a location dropdown set to 'Bondurant High'. Further right is a 'Ticket progress' indicator with a yellow bar and navigation arrows. Below the header, the text 'What is this ticket about?' is followed by four category buttons: 'Devices / Hardware' (with a laptop icon), 'Software / Online Systems' (with a cloud icon), 'Network / Wi-Fi' (with a Wi-Fi icon), and 'Facilities' (with a building icon). At the bottom right are 'GO BACK' and 'CANCEL' buttons.

This will open the users selection page. From here you can search for and choose the user you want to submit the ticket for from the list displayed.

The screenshot shows the 'Who is this ticket for?' section. A search input field contains the name 'Bridget' and is highlighted with a yellow box and a yellow arrow. Below the input are two dropdown menus: 'My Location' and 'All Roles'. To the right, a user profile for 'Ben Fowler' with the role 'Faculty' is shown. Below the search input, the 'Search Results:' section displays a single result for 'Bridget Reed' with email 'breed@spark.k12.ga.us' and location 'Bondurant High'. The result is highlighted with a yellow box and a yellow arrow. At the bottom right are 'GO BACK' and 'CANCEL' buttons.

You will now see your name replaced with the user you selected. When you complete the ticket submission process it will now submit on behalf of the user you've selected.

The screenshot shows a web interface for submitting a ticket. At the top left, a dropdown menu is open, showing the user 'Bridget Reed' (BR) selected. A yellow box highlights the dropdown, and a yellow arrow points to it. To the right of the dropdown is the location 'Bondurant High'. In the top right corner, there is a 'Ticket progress' indicator with a yellow bar and navigation arrows. Below the header, the text 'What is this ticket about?' is displayed. There are four category buttons: 'Devices / Hardware' (laptop icon), 'Software / Online Systems' (cloud icon), 'Network / Wi-Fi' (Wi-Fi icon), and 'Facilities' (building icon). At the bottom right, there are two buttons: '< GO BACK' and 'X CANCEL'.

From here, you'll be able to complete the ticket submission process as described in the [Other Tickets](#) whitepage.

Submitting a Ticket for Another Location

To submit a ticket for another location, click on your location icon near the top-left of the ticket submission page. This will take you to the location selection page.

The screenshot shows the same ticket submission interface as the previous one, but with a different user, 'Ben Fowler', selected in the dropdown. A yellow box highlights the dropdown, and a yellow arrow points to it. The location 'Bondurant High' is still selected. The rest of the interface, including the category buttons and the bottom navigation, is identical to the previous screenshot.

From here you can search for and choose the new location from the list displayed.

The screenshot shows a web interface for submitting a ticket. At the top, a breadcrumb trail reads: Ben Fowler → Bondurant High → Devices / Hardware. To the right is a 'Ticket progress' indicator with a yellow dot and navigation arrows. The main heading is 'Where is this issue located?'. Below it is a search input field containing 'Bear Creek', highlighted with a yellow box and a yellow arrow pointing to it. Underneath is the 'Search Results:' section, which contains a single result: 'Bear Creek Career Academy' with the address '1064 Culpepper Dr SW Conyers, GA 30094'. This result is also highlighted with a yellow box and a yellow arrow. At the bottom right are two buttons: '< GO BACK' and 'X CANCEL'.

You will now see your default location replaced with your selected location. When you complete the ticket submission process it will now submit for the new location.

The screenshot shows the next step in the ticket submission process. The breadcrumb trail at the top now reads: Ben Fowler → Bear Creek Career Academy. The 'Ticket progress' indicator remains. The main heading is 'What is this ticket about?'. Below it are four category tiles: 'Devices / Hardware' (with a laptop icon), 'Software / Online Systems' (with a cloud icon), 'Network / Wi-Fi' (with a Wi-Fi icon), and 'Facilities' (with a building icon). A yellow box highlights the 'Bear Creek Career Academy' breadcrumb, with a yellow arrow pointing to it. At the bottom right are two buttons: '< GO BACK' and 'X CANCEL'.

From here, you'll be able to complete the ticket submission process as described in the [Other Tickets](#) whitepage.