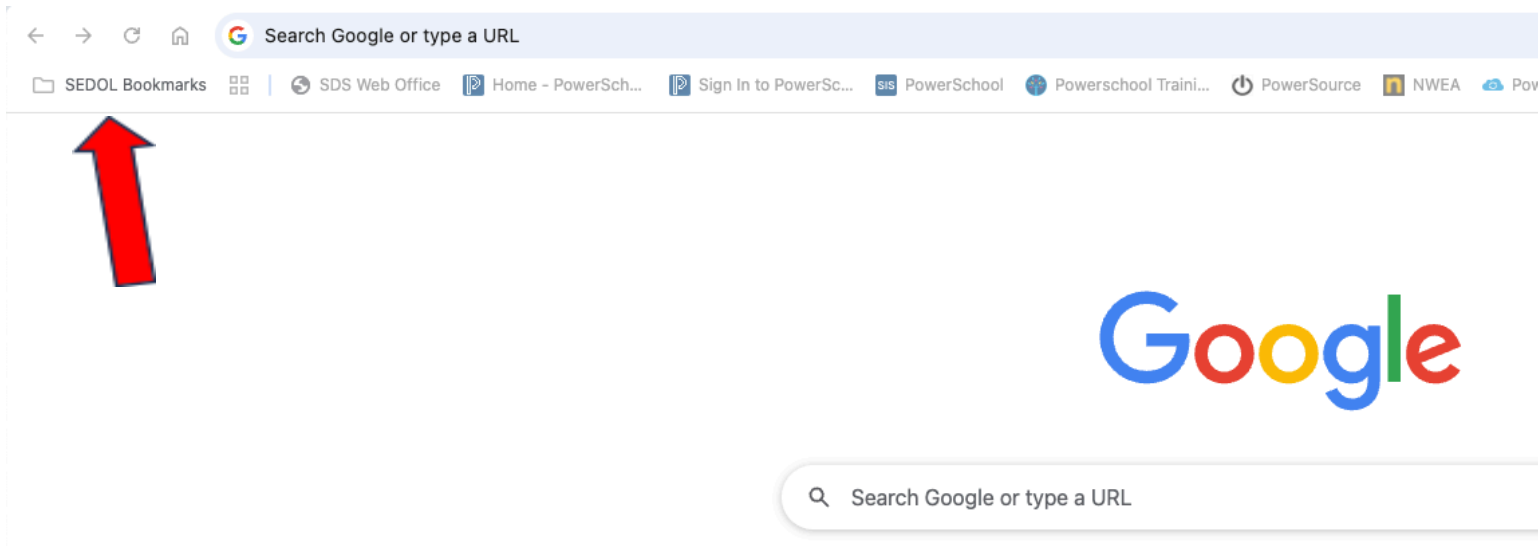
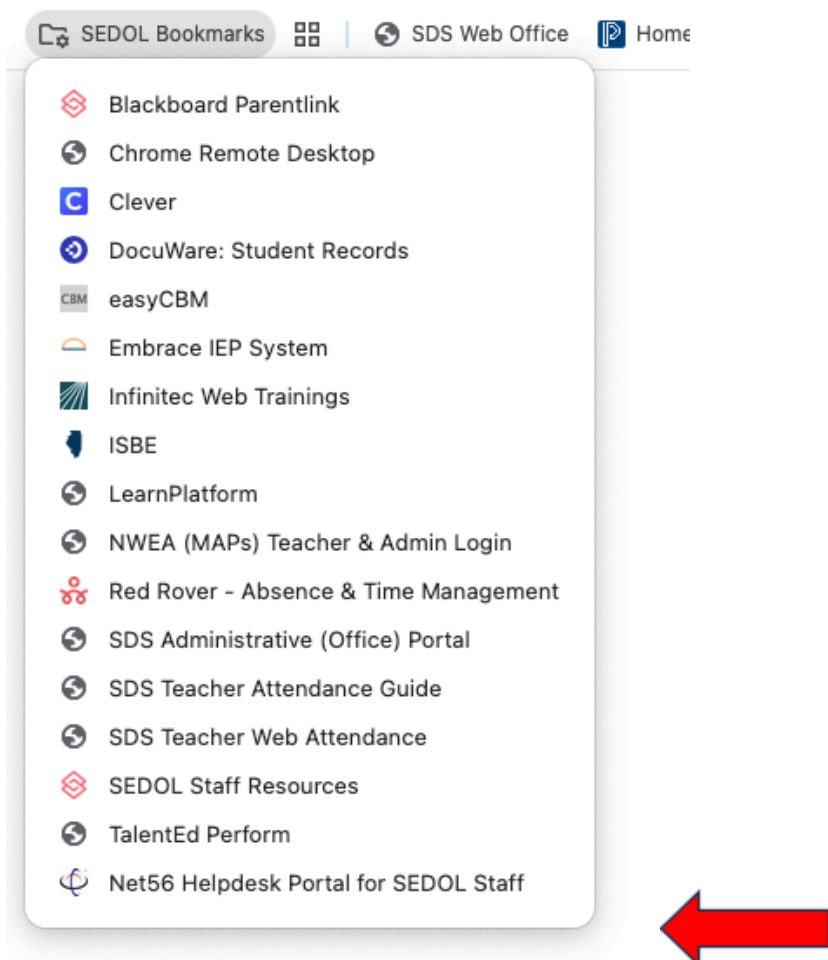


How to Submit a Helpdesk Ticket on the Net56 Portal

First Click on the SEDOL Bookmarks tab.



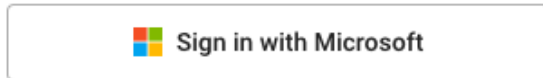
Then click on the Net56 Helpdesk Portal for SEDOL Staff link.



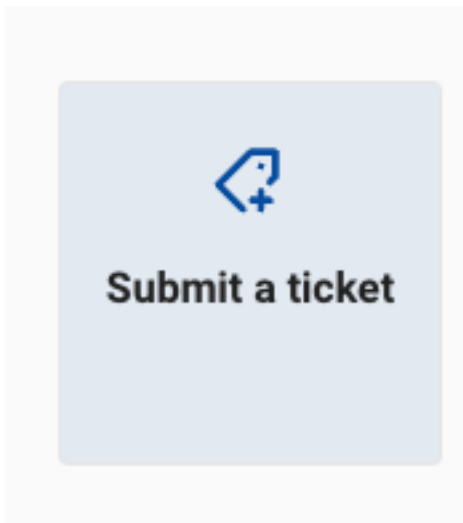
Then click “Sign in with Google” and use your Google login information to sign in.

Welcome

Net56 Service Desk Portal



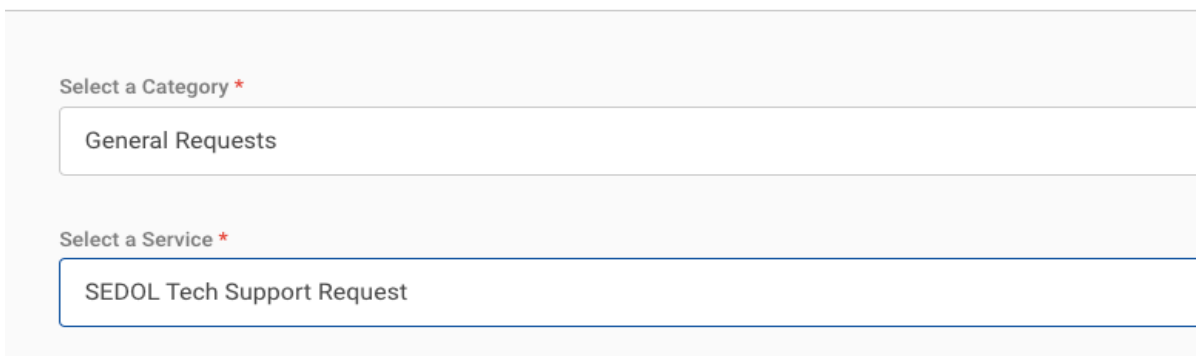
Under the home tab select “Submit a ticket.”



On the “Create a ticket” page select the **General Requests** option under the “Select a Category” box and select **SEDOL Tech Support Request** under the “Select a Service” box.

Create a ticket

Start creating a ticket by selecting a category and service.

A screenshot of a web form titled "Create a ticket". The form has a light grey background. It contains two dropdown menus. The first dropdown is labeled "Select a Category *" and has "General Requests" selected. The second dropdown is labeled "Select a Service *" and has "SEDOL Tech Support Request" selected. The text "Select a Category *" and "Select a Service *" are in a smaller, grey font. The selected options are in a dark grey font.

Under the SEDOL Tech Support Request page fill out the information boxes. The ones with the red stars are mandatory in order to submit the ticket.

SEDOL Tech Support Request

Please provide the information

Teacher/Faculty Name *	<input type="text" value="John Doe"/>
Location *	<input type="text" value="Cyd Lash Academy"/>
Room # *	<input type="text" value="111"/>
Student Name	<input type="text"/>
Teacher/Faculty Device Type *	<input type="text" value="Print/Copy/Scan/Fax"/>
Student Device Type	<input type="text"/>
Computer/Device Asset Tag	<input type="text"/>

Make sure to put a detailed description of the issue you are having. Then click submit.

Description of Issue * ?	<input type="text" value="My printer isn't working. It doesn't appear to be connected to the internet."/>
Best Day/Time/Number to Contact *	<input type="text" value="Any day after 12:00pm"/>

If you are unable to submit a ticket using the portal, please contact the Net56 Service Desk at 847-986-2441.