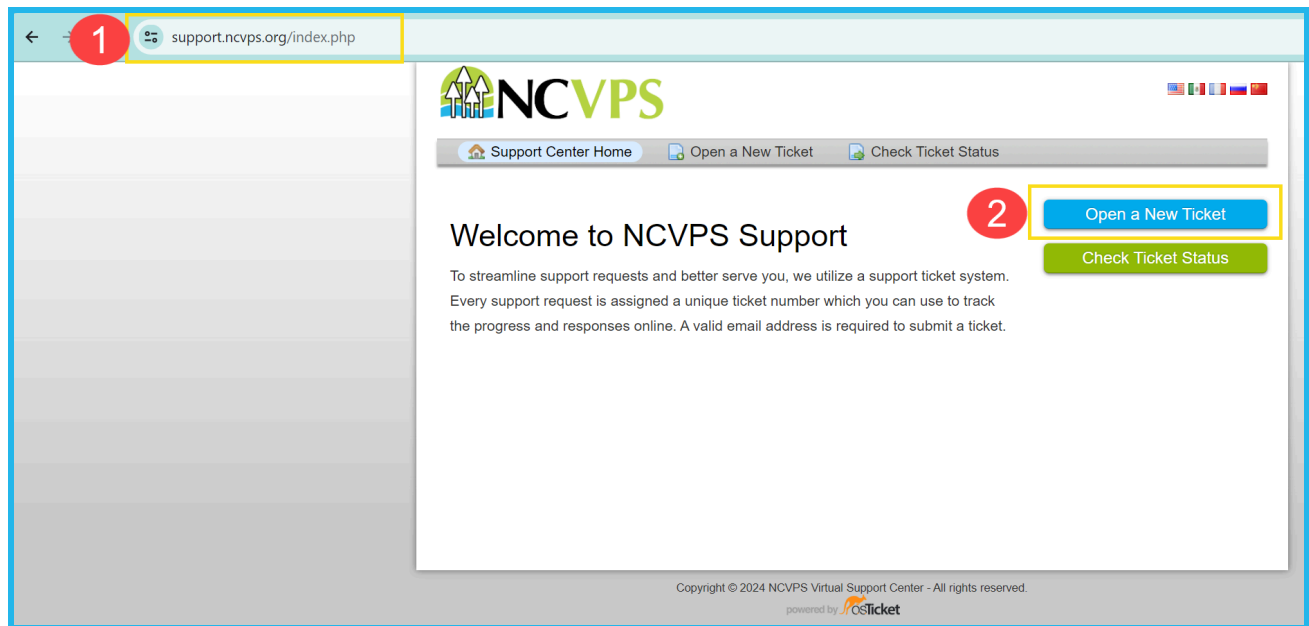


osTicket: Creating and Submitting a Ticket

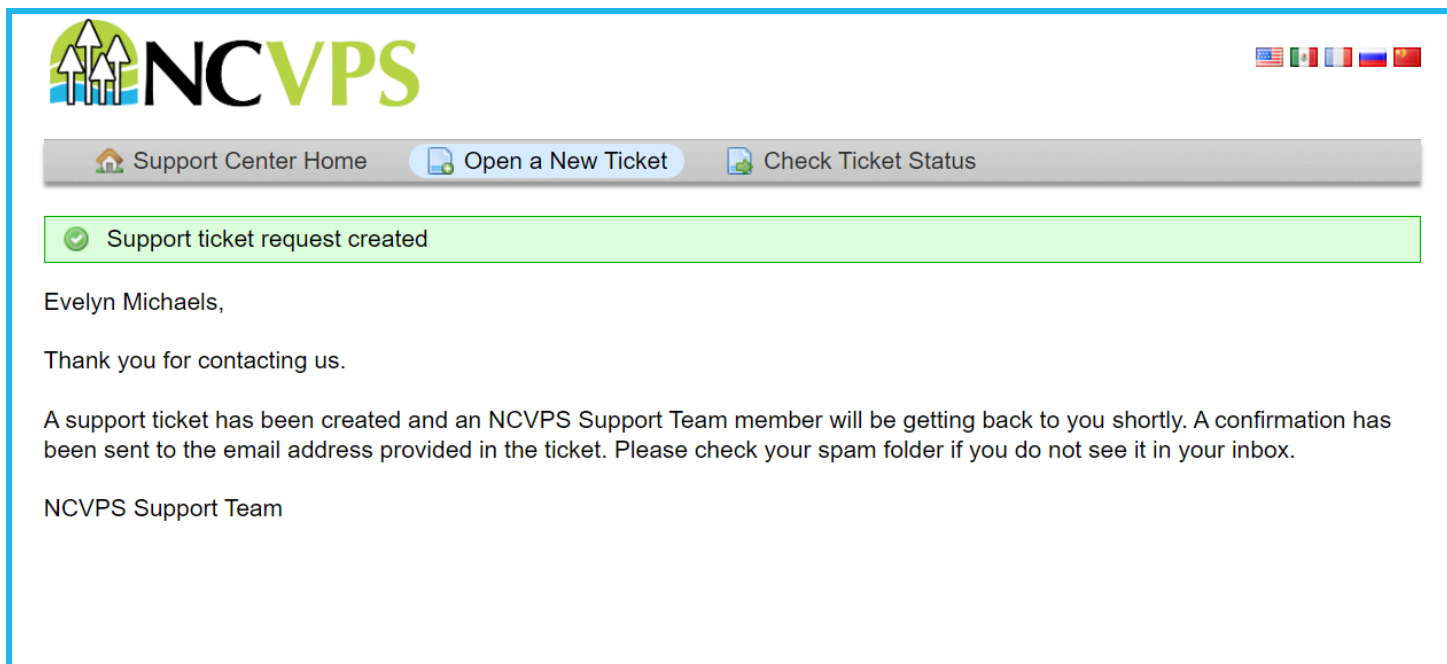
Please complete the following steps to successfully create and submit a new ticket in osTicket.

1. Go to <http://support.ncvps.org>.
2. Select **Open a New Ticket**.



3. Fill in the required information. Required information is marked with a red asterisk * and includes the following:
 - a. **Email Address**
 - i. Please use your school-issued email address if you have one.
 - b. **Full Name**
 - c. **Help Topic**
 - d. **Subject**
 - e. **Student or Staff ID Number**
 - f. **Student First Name**
 - g. **Student Last Name**
 - h. **School Name**
 - i. Please provide the full school name. Do not use acronyms.
 - i. **School District**
 - i. Please provide the full district name. Do not use acronyms.
 - j. **Priority Level**
 - k. **Description of Why You Are Submitting a Ticket**
 - i. Please be as detailed as possible.
 - ii. Providing screenshots and/or links will expedite the resolution of your ticket.
4. Select **Create Ticket**.

5. After selecting **Create Ticket**, a confirmation page will appear as shown below. See [osTicket: Checking the Status of a Ticket](#) for information on how to check the status of your ticket.



*****Note: the confirmation email will come from the email address support@ncpublicschools.gov with the subject line, **Support Ticket Opened [#xxxxxx]** where **xxxxxx** is your ticket number.*