

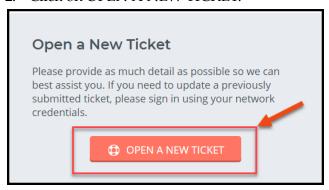
MPS Student How To Document for Submitting a Help Desk Ticket

There may arise situations where you will need to submit a Help Desk ticket to our Technology Department so that they can assist you in fixing problems with your Chromebook, with network issues, etc.

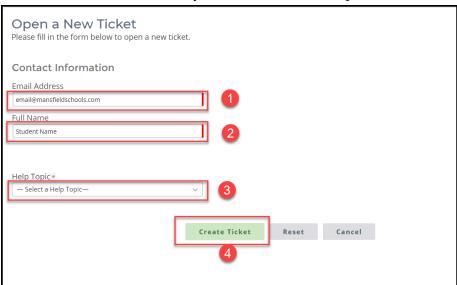
1. Go to the Help Desk Ticket webpage. - http://help.mansfieldschools.com/

By the way, there are lots of other helpful tools on this webpage that you can use to solve problems with your device or applications.

2. Click on OPEN A NEW TICKET.



- 3. Enter in the following information:
 - a. Your email address (1)
 - b. Your name (2)
 - c. Select a TOPIC for your issue from the drop down menu.



- 4. Click CREATE TICKET.
- 5. Complete any other requested information in the following page after you click CREATE TICKET.