



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.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. If you need to update a previously submitted ticket, please sign in using your network credentials.

 **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.

Open a New Ticket
Please fill in the form below to open a new ticket.

Contact Information

Email Address 1

Full Name 2

Help Topic* 3

Create Ticket Reset Cancel 4

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