

# Technology Help Ticket Instructions

(effective January 2020)

Please use the following instructions to submit a help ticket to the Technology Department. In general, every technology-related request should be made by submitting a ticket. Emails to tech staff are easily missed and do not guarantee a response. There are two ways to submit a ticket:

## Using the Web Portal

(preferred)

The web portal is located at <https://help.nppsd.org>. You can access the system by clicking the link in this document, typing the link into a browser, via the district website, or by double-clicking the shortcut on your desktop (shown to the right; an orange icon with a white kangaroo).



You should see the following. Click *Open a New Ticket*.

### Help Ticket System

Please sign in to create a ticket. You can also send an email to [help@nppsd.org](mailto:help@nppsd.org).

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests.

[Open a New Ticket](#)  
[Check Ticket Status](#)

You will then be prompted to log in. You must use your Windows username and password (do not use your email address; the username field should not contain *@nppsd.org*).

Select a help topic from the list, then enter an issue summary and description. Please include all information we will need in order to: locate any devices, reproduce the problem, contact applicable staff members with information, etc. More information helps us help you! Depending on the issue, the system may prompt you for more information.

## With an Email

Tickets can also be submitted by sending an email to [help@nppsd.org](mailto:help@nppsd.org). Please include all relevant information such as that listed above. In particular, please be sure to mention:

- Your building
- Room number, if applicable
- Names of devices experiencing issues, if any