



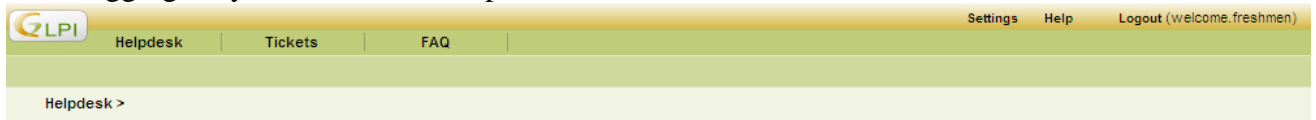
Need Technical Support?

How to submit a ticket in GLPI

Are you having computer problems? Is your charger or stylus broken? If so, this information is for you! The following instructions will teach you how to submit a ticket, so we can assist you with your problem as soon as possible.

1. Open Firefox and type in the URL box <http://help.hclance.org>
2. When you come to the log-in screen, sign-in using the same log-in information you use to log-on to Holy Cross Network (user name: firstname.lastname)

After logging-in, you will see the Helpdesk:



Please describe your problem:

Priority: Medium

Inform me about the action(s) taken: Yes

My E-Mail:

Hardware Type: My devices: --- General ---

Category: -----

The Problem:

Title:

File (10 Mb max):

Browse...

Submit Message

3. In the dropdown box next to “Inform me about the actions(s) taken:” choose “Yes”
4. In the line that states “My E-mail”, please enter your email address. By doing this, you will be notified the progress of your support ticket via email.
5. In the box next to “My Devices” chose your computer (*DO NOT* leave in “--- General ---”)
6. In the box next to “Title” type in a title for your problem (*ex – Broken Charger*)
7. In the large empty box, type in any other information you want us to know about your problem and include any troubleshooting steps you have done
8. Click the “Submit Message” button

If you have any questions, please come to the IT Wing.

Thank You!

Holy Cross High School Tech Club & IT Department