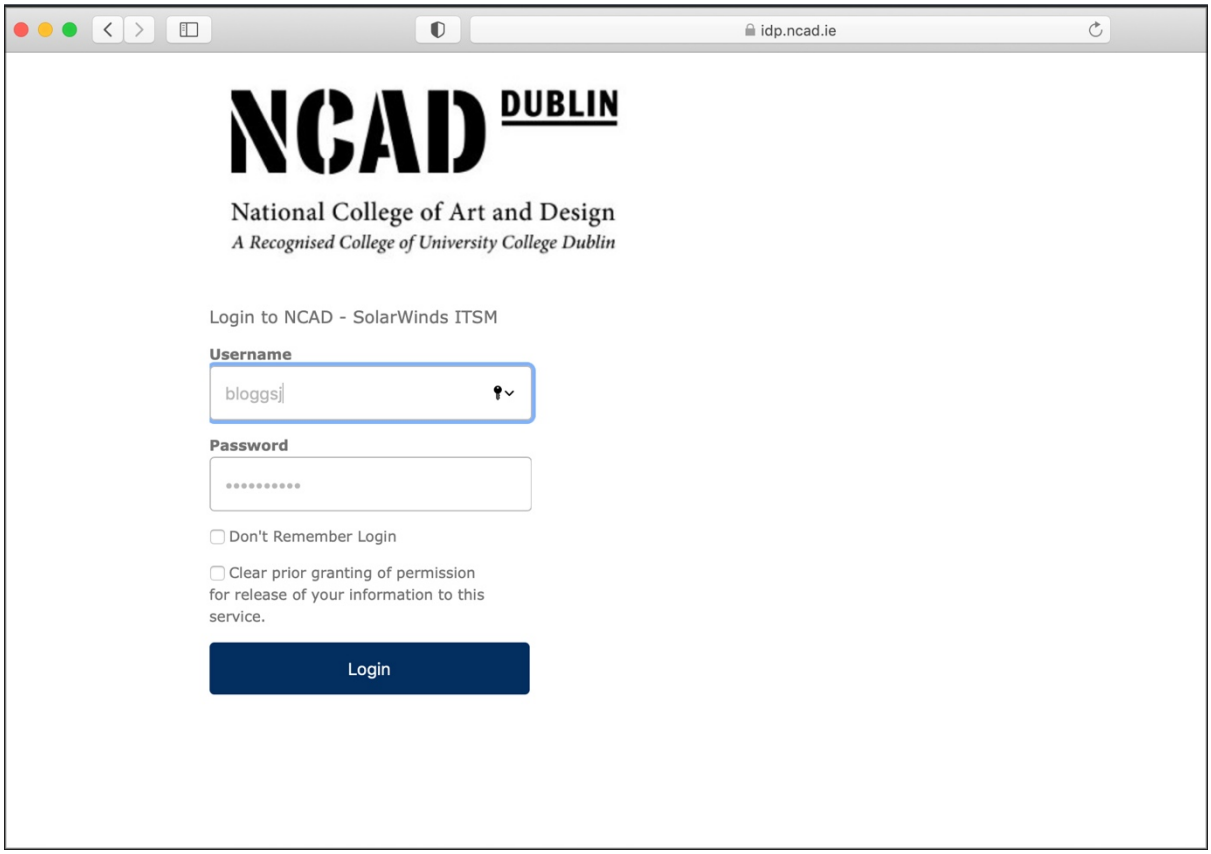
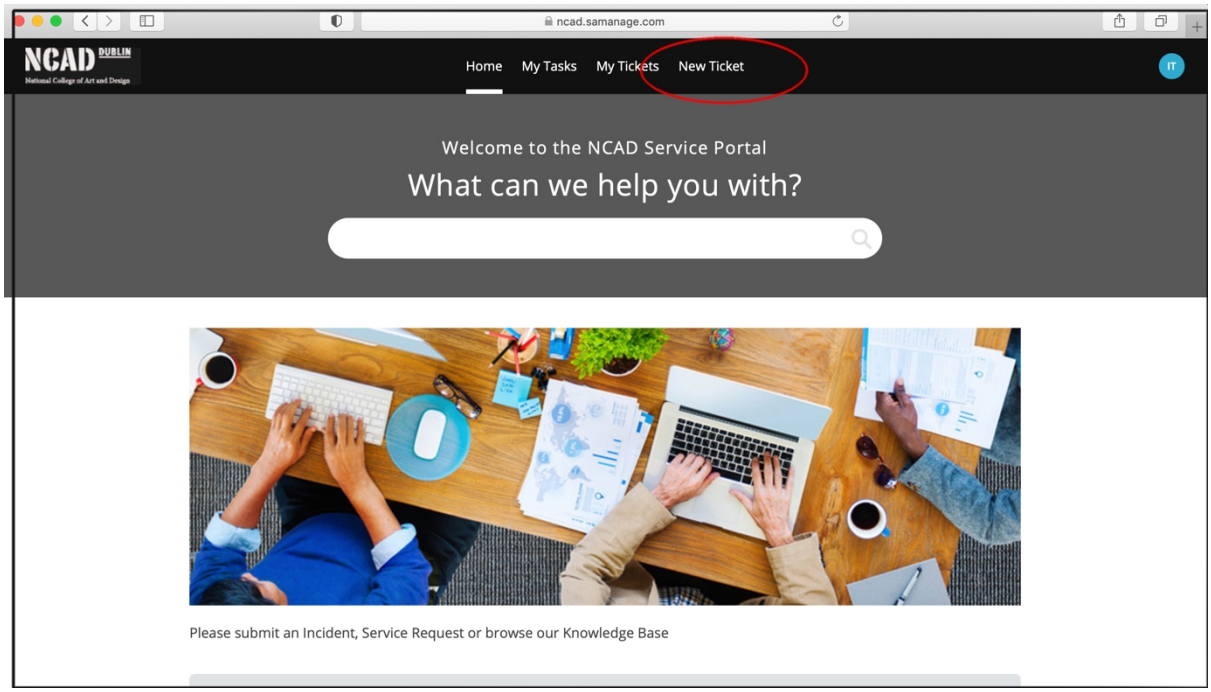
How to Log a Ticket with Facilities and IT Support

1) Enter your staff username and password and click login

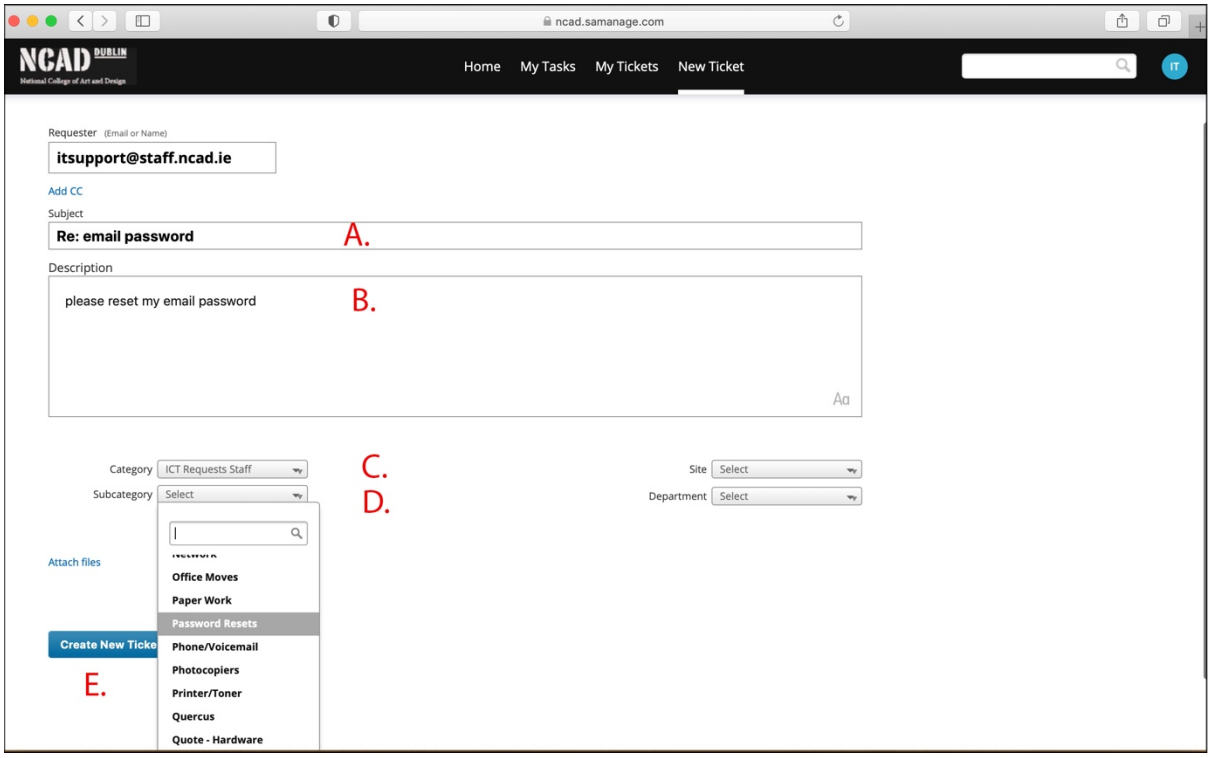
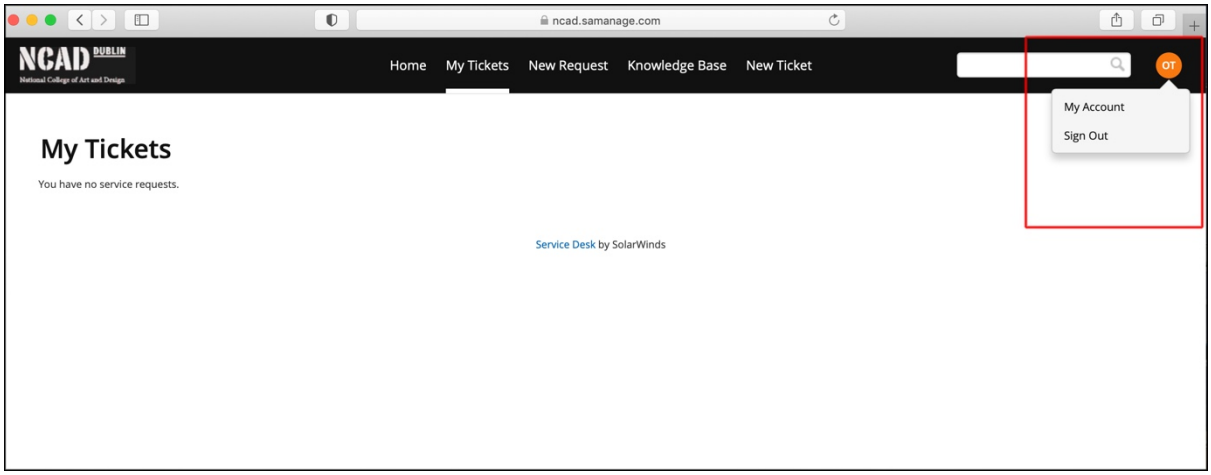


2) Click “New Ticket”

If you want to view existing tickets you have logged click on “My Tickets”



3) **To log a new ticket**
   - A. **Enter a subject**
   - B. **Enter a description of the problem**
   - C. **Select a Category i.e. Facilities or ICT Staff so that your ticket gets routed to the correct Department**
   - D. **Select a Subcategory for your ticket**
   - E. **Click "Create New Ticket"**



4) **Always remember to "Sign Out" once you are finished**