How to Submit a Technology Ticket

1. Click on the link below to access the ManageEngine Ticketing System:
    https://ithelp.washtenawisd.org/

The following are the username and password credentials:
Username: flastname#
Password: flastname#12
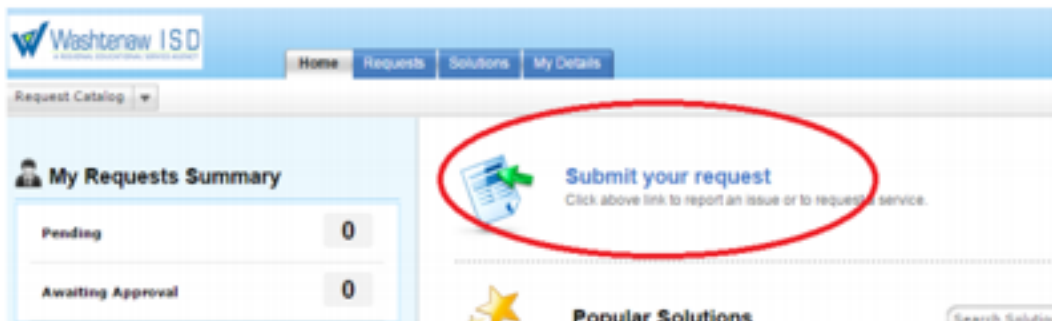
Using Bob Smith as an example:
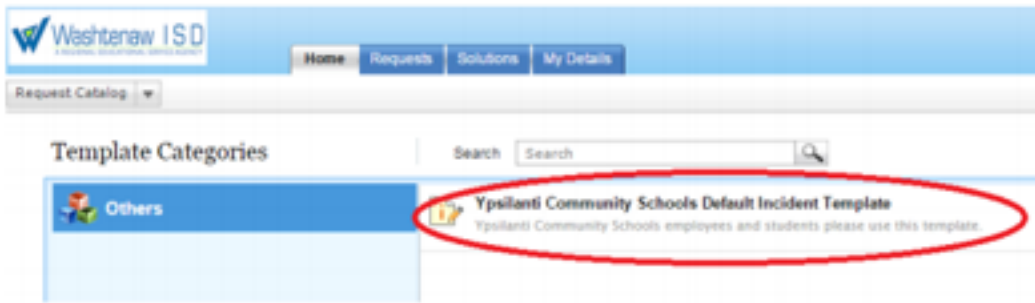Username: bsmith3
Password: bsmith312

2. After typing in your login credentials, click on "Options", select "Local Authentication" from the drop down, then click "Login".
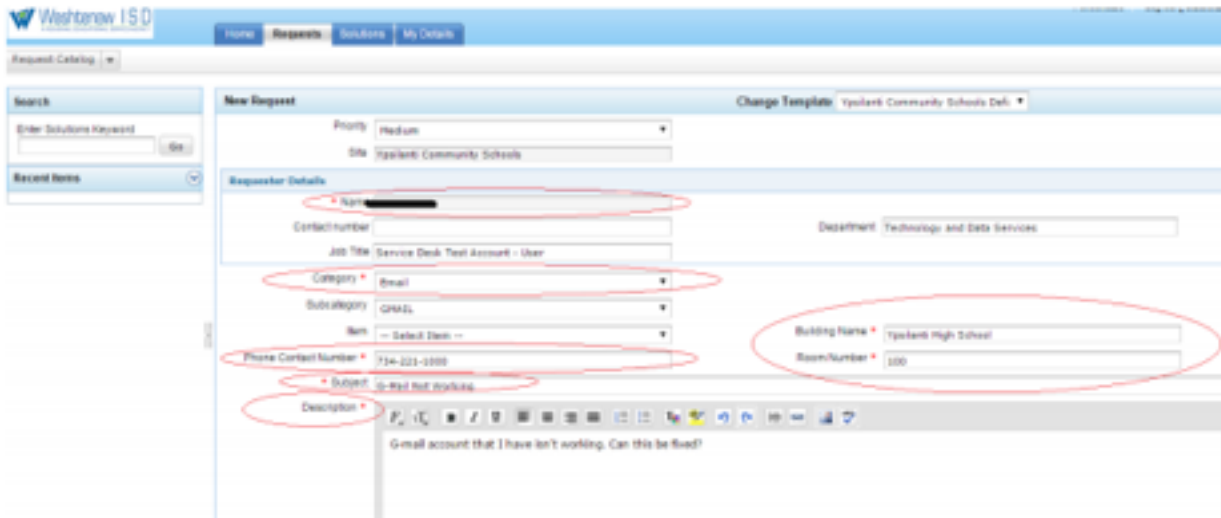

3. You are now logged into the system. Click on "Submit Your Request" to continue.
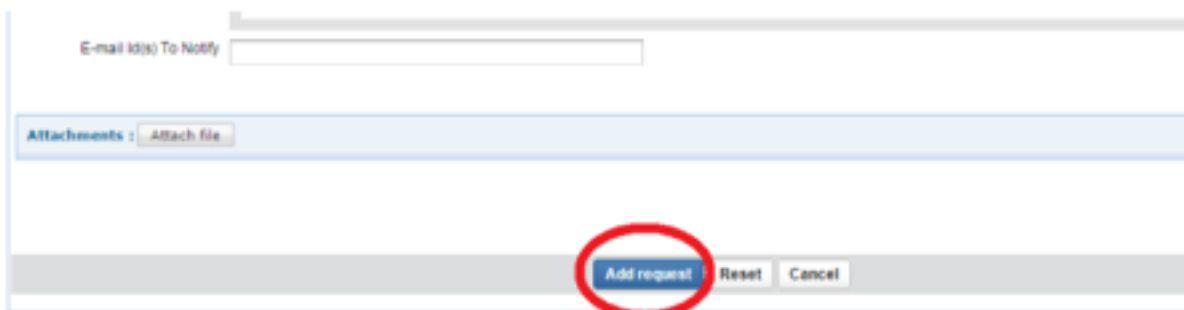
4. It will open up a new page. Click on "Ypsilanti Community Schools Default Incident Template".

5. Fill out the sections that have a red asterisk next to them. These fields would be Name, Category, Phone Contact Number, Subject, Building Name, Room Number, and Description.

6. When you've finished, scroll down to the bottom of the screen and click on "Add Request".

The Technology request has been submitted. Thank you!