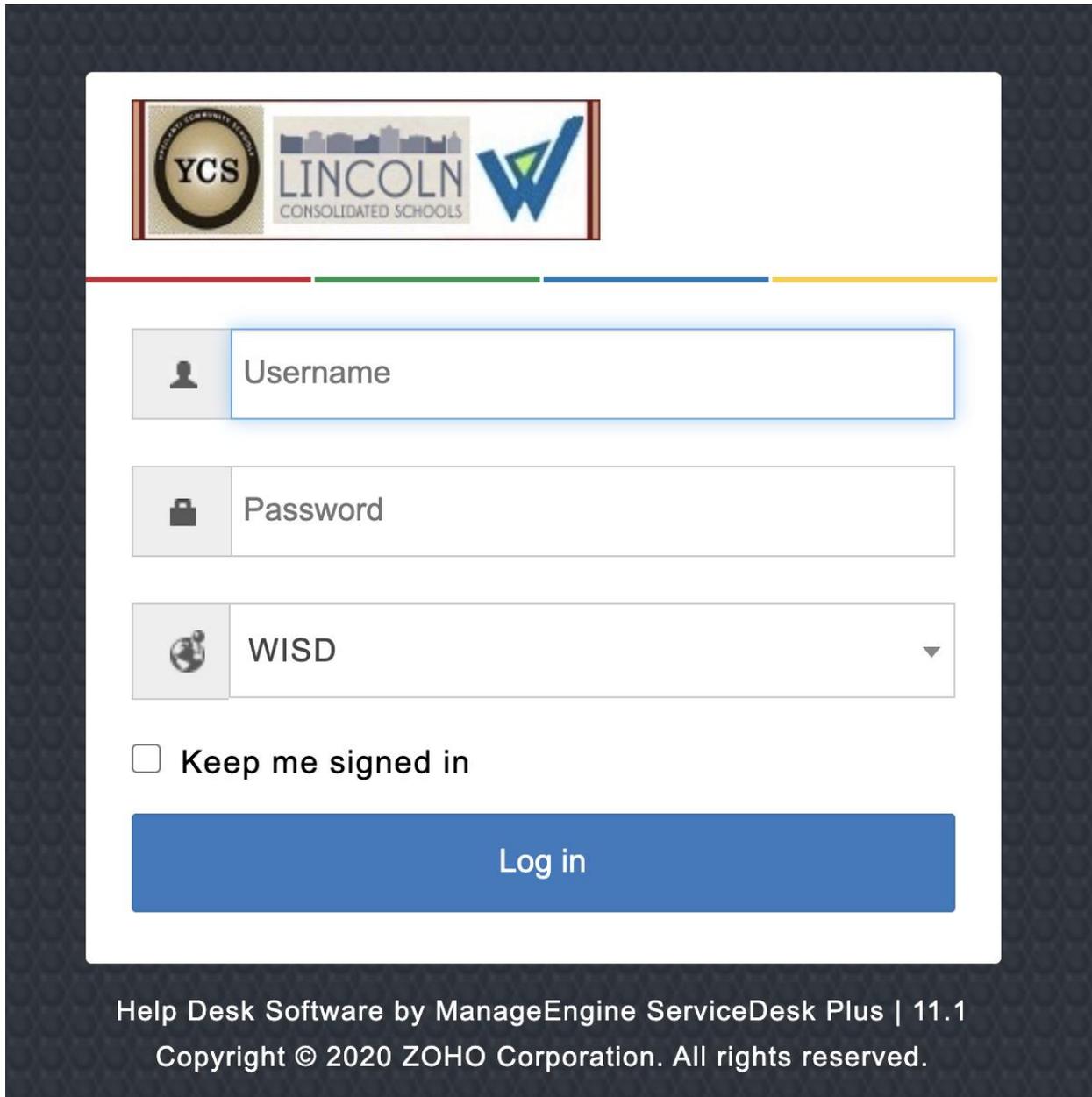


## How to Submit a Technology (ManageEngine) Ticket

Click on the link below to access the ManageEngine system:

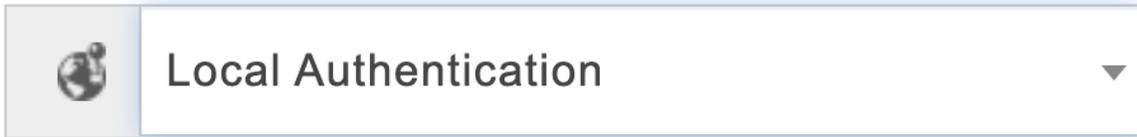
<https://ithelp.washtenawisd.org>

You will see a screen that looks like this:

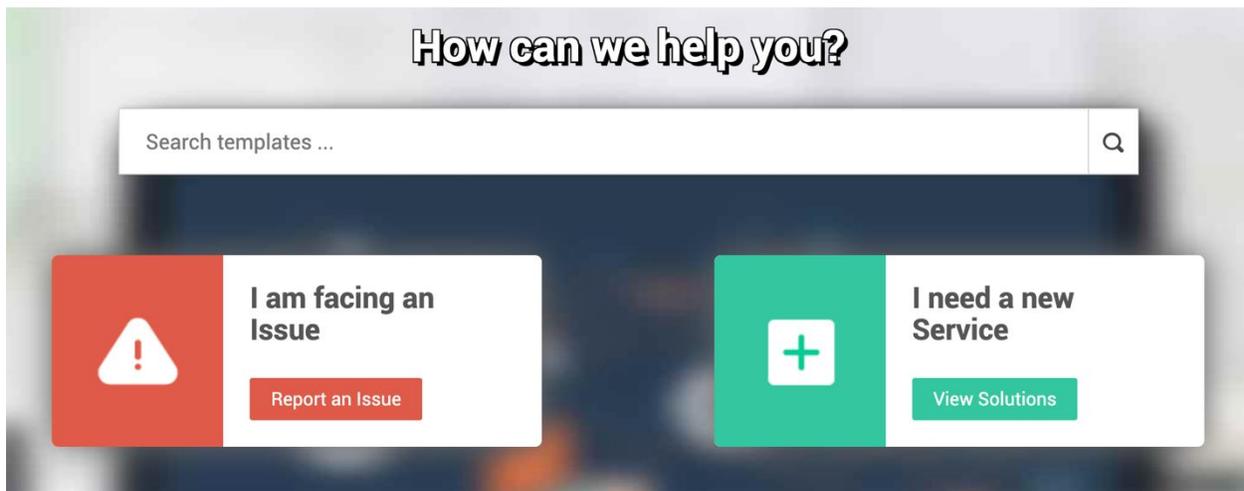


The screenshot shows the login interface for the ManageEngine ServiceDesk Plus system. At the top, there is a header banner with three logos: the YCS (Ypsilanti Community Schools) logo, the LINCOLN CONSOLIDATED SCHOOLS logo, and a stylized blue 'W' logo. Below the banner is a horizontal line with red, green, blue, and yellow segments. The main login area contains three input fields: a 'Username' field with a person icon, a 'Password' field with a lock icon, and a 'WISD' dropdown menu with a globe icon. Below these fields is a checkbox labeled 'Keep me signed in'. At the bottom of the login area is a large blue button labeled 'Log in'. At the very bottom of the page, there is a footer with the text: 'Help Desk Software by ManageEngine ServiceDesk Plus | 11.1 Copyright © 2020 ZOH0 Corporation. All rights reserved.'

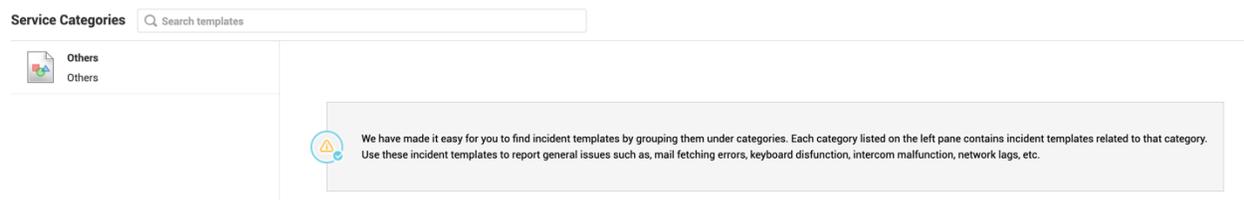
In the welcome email that you received, type in your username and password. BEFORE you click on Log in, you must pull down the menu that reads WISD and change it to Local Authentication. (see below):



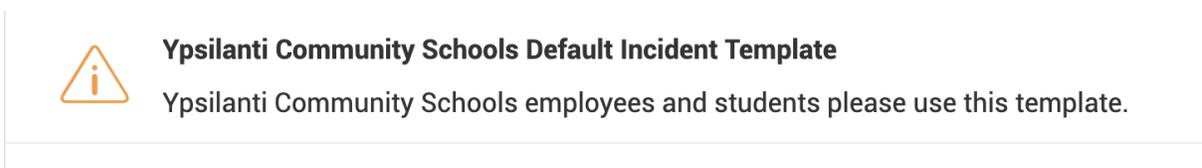
You are now logged into the system and you will see a screen that looks like this:



Click on the box that reads: Report an issue. After you do this, you will see a screen like the one below:



Click on the word, "Other", and choose Ypsilanti Community Schools Default Template Incident



After click on this template it will open up a form for you to submit. After submitting, you will receive an email notification that will keep you abreast of the status of your ticket.