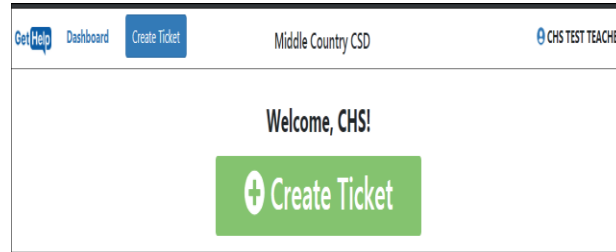
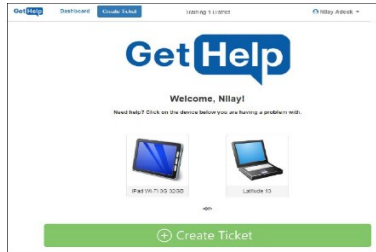
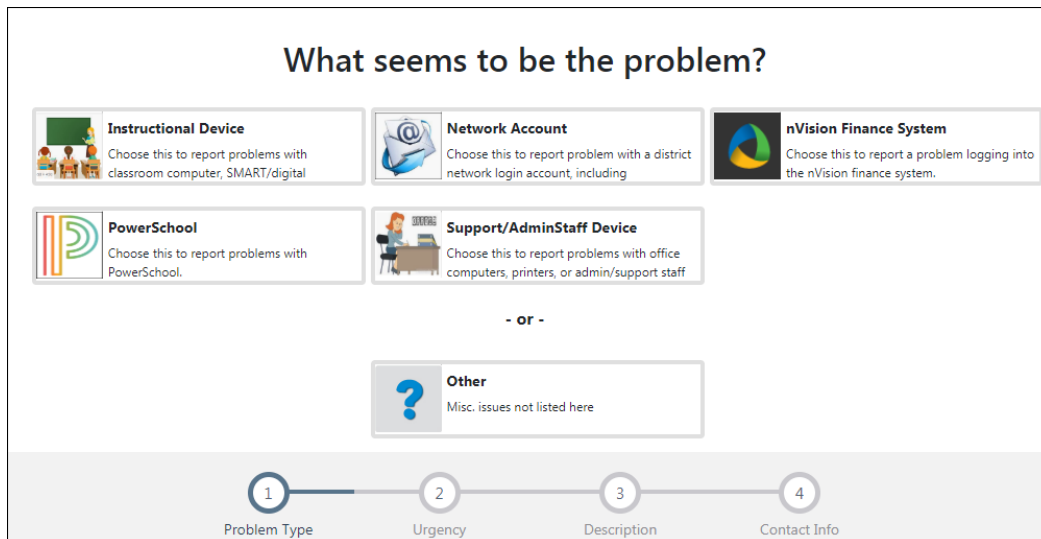


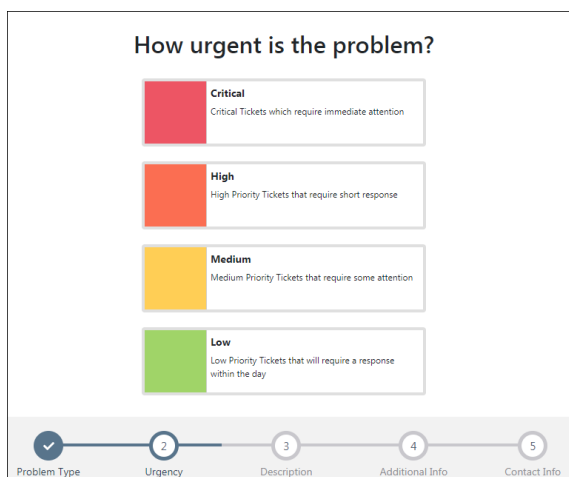
1. Log into GetHelp: <https://mccsd.gethelphss.com/Login/landing>
2. Click on the picture of the device associated with the issue you are experiencing or click on Create Ticket.



3. Select the Problem Type by clicking on one of the problem types listed.



4. Select what you believe the priority of the ticket should be (If applicable)




5. Describe the problem:
  - a. **Summary** - Insert a short description of the reason for submitting the ticket
  - b. **Description** - Provide a detailed description of the problem. The more information you provide, the quicker the technician can assist in resolving the ticket.
  - c. Select **Next**

### Please describe the **Instructional Device** ticket:

\*Summary:  0/100  
Not Sure? [Let's help get you started.](#)

\*Description:  0/8000

Attachment:

  
Next





✓   ✓   3   4   5  
Problem Type   Urgency   Description   Additional Info   Contact Info

6. Additional information: **\*DO NOT SKIP THIS STEP**


- a. **Device tied to this problem?** [Click here to record it to this ticket](#)


### Almost done! **Instructional Device** issues require additional information:

#### Device Details

  Is there a device tied to this problem? [Click here to record it to this ticket.](#)  

#### Instructional Device Details

Special Education Ticket:  

  
Next

←   ✓   ✓   ✓   4   5  
Previous   Problem Type   Urgency   Description   Additional Info   Contact Info

Type: **MCCSD Tag Number** which will bring up your: **Device Details**. This information is tied to our inventory system and provides the technician with the correct equipment model, building location, and room number.

**Almost done! Instructional Device issues require additional information:**

### Device Details

Tag Number:

---

**Where can I find the tag number?**  
 Tag numbers are typically located on the back/bottom of the device, above/below the bar code.

Learning ISD

11100000000

**What if the device has no visible tag number?**  
 If you cannot locate a tag number, select "Cancel" below. Use the description field to describe the device before submitting to the technician.

**It keeps saying 'Tag Not Found' - what do I do?**  
 There is a chance the tag number is out of date. Click "Cancel" below. Use the description field to describe the device before submitting to the technician.

[Cancel](#)

**Almost done! Instructional Device issues require additional information:**

### Device Details

Tag Number:

---

<b>Product Name:</b>	HP EliteDesk 800 G3 SFF	<b>Tag Number:</b>	20180222
<b>Product Type:</b>	Desktop	<b>Serial Number:</b>	2UA7312GJB
<b>Manufacturer:</b>	HP		
<b>Model:</b>	EliteDesk 800 G3 SFF		

**Is this the correct device?**

- b. If the problem is related to a Special Education classroom or device:  
Click the check box indicating this is a **Special Education Ticket**

Almost done! **Instructional Device** issues require additional information:

### Device Details

Is there a device tied to this problem?  
[Click here to record it to this ticket.](#)

### Instructional Device Details

Special Education Ticket:  ⓘ

**Next**

Problem Type    Urgency    Description    **4** Additional Info    5 Contact Info

7. Contact Information:

- Select your building from the Site drop down menu
- Type in your room number or location
- Type in your phone number extension
- Click **Submit**

What's the best way to reach you?

Site:

Room:

Phone Number:

Save number to profile

**Submit**

Problem Type    Urgency    Description    Additional Info    **5** Contact Info