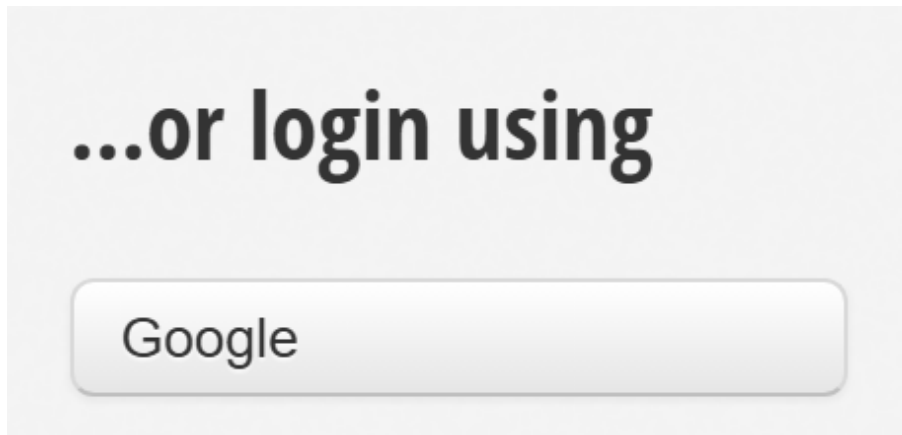


Submit a Freshdesk Work Order

Use your WCPS Google account and provide useful troubleshooting details

STEP 1 Open the WCPS support portal

Open [WCPS Freshdesk](#) and select **Login**. Under the alternate sign-in options, select **Google** and use your **WCPS Google account**.



Current WCPS portal: choose Google to sign in.

STEP 2 Check your existing tickets first

Check **Tickets** or **Check ticket status**. If the same problem already has an open ticket, reply there with new information rather than submitting a duplicate.

STEP 3 Create a new ticket for a new problem

Choose **New support ticket**. Complete the required fields and a clear subject. Include your school/room, computer name or asset tag, what you were trying to do, the exact error, and any steps already tried. Attach a relevant screenshot when useful.

The screenshot shows a web form for creating a new support ticket. The form has the following fields and content:

- Type:** A dropdown menu with "Technology" selected.
- Requester:** A text field containing "ned.stark@wolfcreek.ab.ca".
- Subject:** A text field containing "Many chrome books in Cart F are not charging".
- Description:** A rich text editor containing the text: "Cart F is located in class B102", "These are Acer 740s", and "Units 3, 7, 9 15 and 21 don't appear to hold a charge".
- Attachment:** A link labeled "+ Attach a file".
- Buttons:** "Submit" and "Cancel" buttons at the bottom of the form.
- Footer:** A navigation bar with "Home - Solutions - Tickets" and "Help Desk Software by Freshdesk".

WCPS ticket-form example: describe the issue and use the attachment link if needed.

STEP 4 Submit and keep the confirmation

Select **Submit**. Look for the confirmation/ticket number or confirmation email. Check ticket status to confirm the request appears. Reply through that ticket or its email thread when Technology Services requests more details. Keep passwords and verification codes out of the request.

[Open WCPS Freshdesk](#) | [Original WCPS video \(interface may be older\)](#) | [Technology Services help](#)

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