

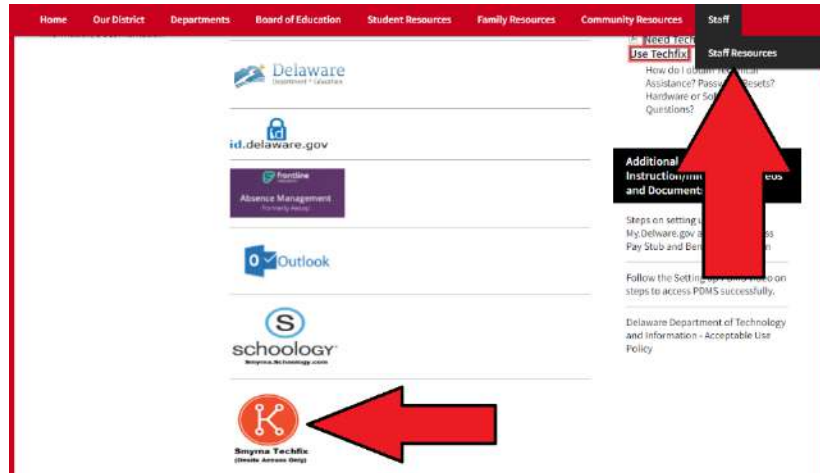


# Smyrna Technology

## TechFix – Login and Create a Ticket

### Login

1. On the Smyrna School District webpage, navigate to the “Staff”: “Staff Resources” page. Scroll down to “Smyrna TechFix (Onsite Access Only)”.



2. After the TechFix window opens, type in your Windows/DSC username and password. Usernames follow the standard of **firstname.lastname**. Then click “Login”.



Login (user name):	Password:
<input type="text"/>	<input type="password"/>

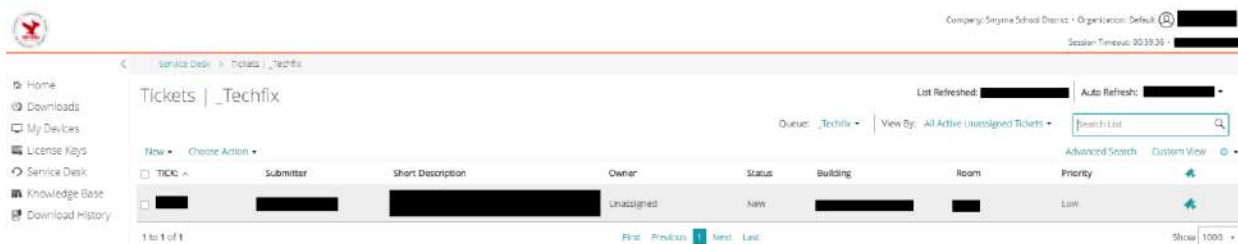
(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

Login



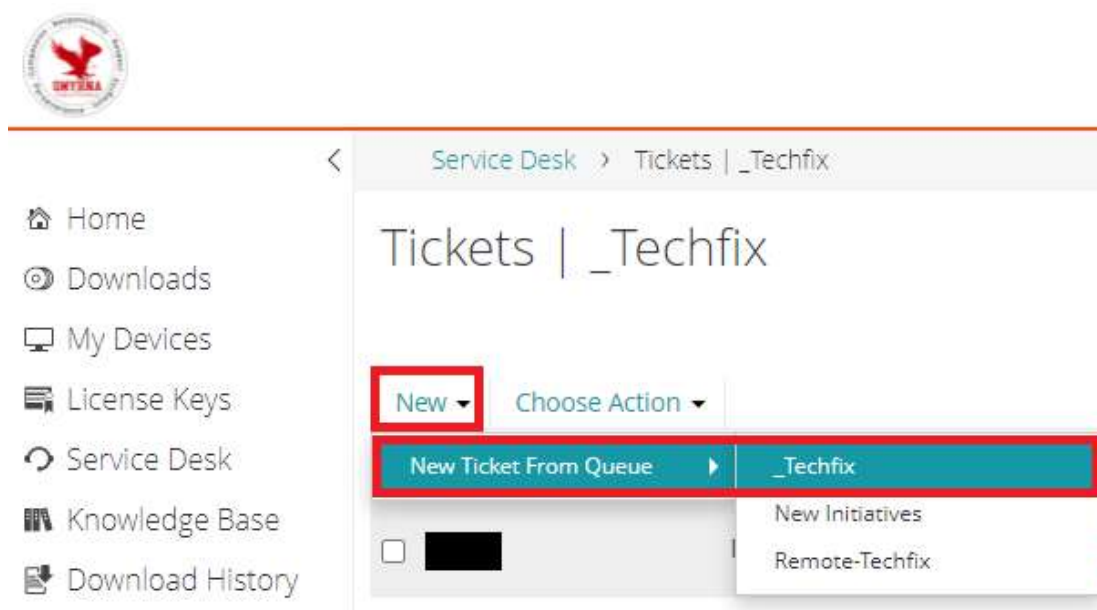
## Smyrna Technology

3. Once logged in, your TechFix page will look similar to this:



### Create a TechFix Ticket

1. Click “New” to open a drop-down box. Hover your mouse cursor over “New Ticket From Queue”. Click “\_Techfix”.



2. Type in a Short Description. Next, you can select a category that best describes your request choose your building and enter a room number. You can also add additional emails to the ticket to keep others in the know of the status of the ticket.

New Ticket | \_Techfix

Choose Action ▼

Short Description: (required)

Submitter:  
Allen William ▼

Impact:  
One person inconvenienced ▼

Category:  
Account ▼  
Select a subcategory ▼

Status:  
New ▼


Priority:  
Low ▼

Owner:  
Unassigned ▼

Building: (required)  
Please select one... ▼

Room: (required)

Department Billing:  
Please select one... ▼















Due:  
☒ None  
☐ Manual Date 

CC List:  
+ Add CC List

3. Next, scroll down to the comment section. Type a detailed description of the issue you are experiencing. You can add an attachment or paste a screenshot of the issue as well. When you are finished, click “Save” and the TechFix ticket will be submitted.

Comment: Owners only

B I U S x<sub>2</sub> x<sub>3</sub> A ▼ T ▼

Type something or paste screenshots

Knowledge Base Article:  
Select an article to append ▼

Attachments:  
Choose File No file chosen  
+ Add Another Attachment

Screenshots:  
+ Paste Screenshot

Save

Apply Changes

Cancel