

How To Report A Problem Ticket

1. Go to <http://help.stchristopheronline.com/> or you can access this link by going to school.stchristopheronline.com and click on Faculty and Staff and click on Report a Problem at the bottom.
2. To open a new ticket, just click on the green button that says Open a New Ticket.

SUPPORT CENTER Support Ticket System Guest User | [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open a New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

3. You will then be directed to a page asking for your username and password.
 - a. Your username is your full St. Christopher email
 - b. Your password is the same as you use to login to the school. However, the site requires a 6 character password, so if you have a password with less than 6 characters you will need to add zero's to the end to make it 6. If your login at school was cute, your login for the report a problem help desk will be cute00.

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Sign in to St Christopher Help Desk

To better serve you, we encourage our Clients to register for an account.

[Sign In](#)

Not yet registered? [Create an account](#)

I'm an agent — [sign in here](#)



4. Once you have logged into the system, a new ticket template will automatically open for you.

SUPPORT CENTER

Support Ticket System

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Support Center Home Open New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Email:

Client:

Feedback
General Inquiry
Report a Problem
Report a Problem / Access Issue

Ticket Details

Please Describe Your Issue

Issue Summary:

Issue Details:

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Details on the reason(s) for opening the ticket.

This is where you will fill in what your problem or request is. The more detailed the request, the better for troubleshooting problems.

I am unable to print to the color printer in the lab, but can print to the workroom.

Attachments: No file chosen

Once everything on the form is filled out. Please click on Create Ticket.

We are only going to focus on the following topics:

Report a Problem – Please use this for any computer problems you are having.

General Inquiry – Please use this for any technology requests (wish list) items.

This just needs to be a simple summary.

Example: Can't Print.

This is where you will fill in what your problem or request is. The more detailed the request, the better for troubleshooting problems.

I am unable to print to the color printer in the lab, but can print to the workroom.

If you are able to get a print screen of the problem that you are having or have any electronic documentation to add, please click on Choose File. Follow the prompts to attach the documentation.

5. When you finish filling out the form and click on the Create Ticket button you will be redirected to your completed ticket. It will give you a ticket number and all information that you just submitted. It will also send the ticket via email to me. Once I resolve the issue, it will email you again with a notice of the ticket being closed and what the resolution to the problem was.

6. Make sure to Sign Out of the website by clicking on Sign Out in the upper right hand corner.

SUPPORT CENTER

Support Ticket System

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