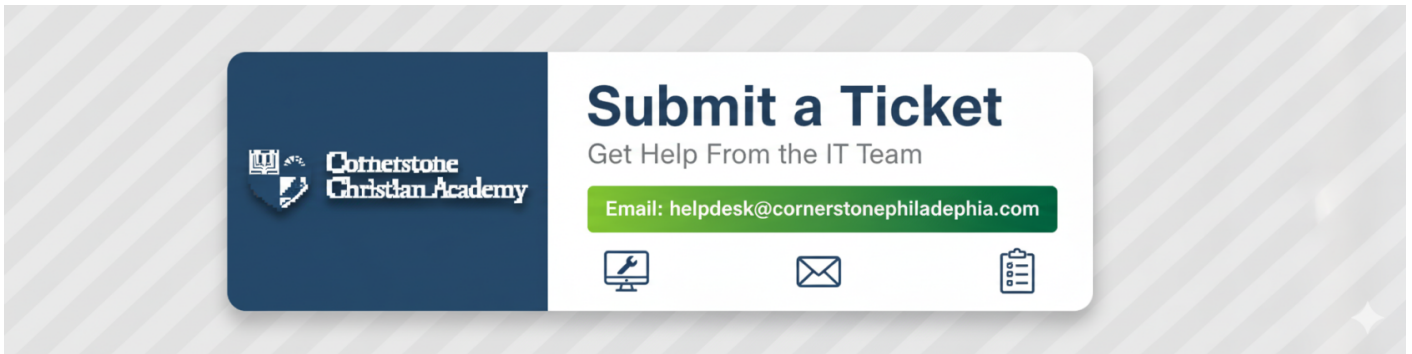


How to Submit an IT Helpdesk Ticket



If you are experiencing technical issues with a school device, software, or network, the best way to get help is by submitting an IT ticket. Following these steps ensures our IT department has all the information they need to resolve your issue quickly.

Creating Your Ticket via Email

All helpdesk tickets are created by sending an email. This automatically creates a ticket in our system and notifies the IT staff.

1. **Open your email client** (e.g., Gmail, Outlook).
2. Create a **new email**.
3. Address the email to: **helpdesk@cornerstonephiladelphia.com**

What to Include in Your Email

To help us solve your problem as fast as possible, please include the following information in your email:

1. A Clear Subject Line

Your subject line should be a brief summary of the problem.

- **Good Example:** "Student Chromebook won't turn on"
- **Good Example:** "Projector in Room 204 not working"
- **Bad Example:** "Help!"

2. A Detailed Description of the Issue

In the body of the email, please describe the problem in as much detail as you can. Be sure to include:

- **What is the problem?** (e.g., "The screen is black," "I can't connect to the Wi-Fi.")
- **Which device is affected?** (e.g., "My laptop," "The interactive whiteboard.")
- **Where is the device located?** (e.g., "Room 310," "The library.")
- **Are there any error messages?** If so, please write them exactly as they appear.

Please provide **screenshots** of the issue whenever possible.

3. Information for Student-Related Issues

This is very important.

If the technical issue involves a student's device or account, you **must** include the following information in your ticket:

- **Student's Full Name**
- **The Student's Room Number**

This allows our IT staff to quickly identify the student and their specific device.

Example Ticket

Here is an example of a well-written helpdesk ticket:

To: helpdesk@cornerstonephiladelphia.com

Subject: Student Chromebook unable to connect to Wi-Fi

Body: Hello,

The Chromebook assigned to **Jane Doe** in **Room 212** is not connecting to the CCA Wi-Fi network. All other devices in the room are connecting without any issues. When we try to connect, it says "Failed to connect to network."

Could you please assist when you have a moment?

Thank you, Mr. Smith

Revision #16

Created 2 September 2025 00:16:27 by Jedial Oliveira

Updated 2 September 2025 00:48:09 by Jedial Oliveira