

Entering a Ticket in Skyward for Technology

Go to **Skyward: Employee** off the cityschools.net website

Choose **Skyward: Employee** for requests that pertain to you such as:

-HR info

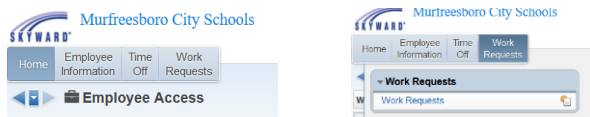
-Pay Stub

-Work Requests

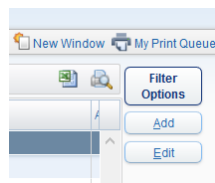
Sign in using the **first letter of your last name** and the **last 4 digits of your social**

The password is something you setup on your first visit. If you need this reset, please contact the HR department. **Neither your technician nor your instructional technology coach can reset this info.*

To submit a Work Request choose **Work Request** at the top and click Work Request again:



This area will store all of your previous requests. You can manage them here.



When entering a new request, click **Add**:

The template defaults to Instructional Technology. Please click the drop down if you need another department. All Technology requests break down this way:

Technician: Physical repairs, printing, email, student devices, teacher laptop connection issues, replacement parts, STEAM projects, etc.

Instructional Tech Coach: (Micky or Trent) Student based projects, technology integration into your curriculum, websites, Skyward gradebook, Clever: Lexia or iReady, Office 365, student portfolios, beginning STEAM projects, etc.

Complete the fields being as descriptive as possible. For your *Technician*, make sure you list your location and leave your device in the room and signed in if applicable. For your *Instructional Tech Coach*, make sure you list some dates and times that work best for you so we do not interrupt instruction time.

Your Technician or Coach will correspond with you in the large Description box or possibly through a separate email with more detailed instructions. Closed tickets may also have more info in the description box as well.

Thank you for complying with our ticketing process!

-Trent Cheeves, Micky Brooks & the Technician staff