11 Tips for Getting Your Tech Ticket Answered

1. Check that **everything** is plugged in and plugs are secure
2. Submit a Tech Ticket – [app.mytechdesk.org/](file:///C%3A%5CUsers%5Cjmurray%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C6ZB6U8I2%5Capp.mytesk.org) Click the sign in link and add your email address and the password cacmp123 (unless you have changed it)
3. Please submit one tech ticket and list **ALL** similar issues as opposed to individual tickets for each issue
4. Give a **DETAILED** description of the Problem and include one example. For example: Printer is Broken should read: My printer has a red error light and will no longer print documents or Computer not communicating with printer.
5. Being descriptive helps us prioritize your ticket.
6. **Include the First and Last name of the person with the issue** - in the body of the description!
7. Write down you’re My Tech Desk password
8. Once submitted **check back** into My Tech Desk for responses and updates
9. **Respond** to responses and updates as promptly as you can
10. If the status of the problem changes, please add a response to the tech ticket that lets us know what the new status is.
11. **Close the tech ticket if the problem no longer exists!**