

FPCS IT Ticketing System (Zendesk)

How to submit an IT ticket

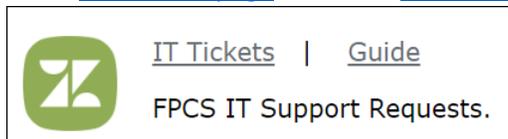
Friendship PCS staff can submit IT requests/tickets via below 2 channels.

1. Send an email to Support-IT@friendshipschools.org using your .ORG or .COM/Google email with an appropriate subject line and a message describing your requirement.

OR

2. Create a ticket using Single Sign On enabled IT Tickets portal.

- Go to [Staff home page](#) and click “IT Tickets”.



- Then click “Submit a request” on top, right corner and proceed.
If you are not logged on to google, system will prompt for your FPCS Google User ID/PW (SSO)

Ticket assignment and notification

- Once system receives your request via email or form, ticket will be generated and automatically assigned to your school Technology team.
- All Zendesk Ticketing system communications will happen via your .ORG email (primary email) regardless of the channel you create the ticket.

How to view your IT tickets

To view your IT ticket history, login to the portal and go to “My Activities”

You can view your old & new tickets as well as respond to tickets using this portal.

