

Technology Help Request

The two easiest ways to send in a tech help request as follows.

1. Send an email to help@mercerschools.org. Sending an email to help@mercerschools.org will create a help ticket in our system. You should receive a return email notification letting you know a ticket has been opened. You can reply to the email notification for the ticket anytime and it will add your comments to the corresponding ticket.
2. You can click the “Technology Help Request” button on the school website under Staff Tools > Staff Forms & Info. That will take you to the ticketing system main page.

Click on “sign in” at the top right corner.

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The screenshot shows the MCSD #404 Helpdesk website. At the top right, a "sign in" button is circled in red with a red arrow pointing to it. Below the navigation bar is a search bar labeled "Search Knowledge base...". Underneath the search bar are four buttons: "Advanced", "New ticket", "Ideas forum", and "Login". The main content area is divided into two columns. The left column is titled "General Issues (3 articles)" and lists three articles: "Savvas Realize; Error Hmm... That wasn't supposed to happen with Google Classroom assignment", "How to change/set a default program for a file type in Windows 7", and "Chromebook - How to join a Zoom or WebEx Meeting as a Student". The right column is titled "Chromebook Issue (1 articles)" and lists one article: "Chromebook - How to turn off the on-screen keyboard". At the bottom of the page, there is a blue "Ideas forum" button.

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Then you can either click on the “G Login” button and use your email credentials to log in and then click on the “New ticket” button... or you can click on the “Submit a ticket” button to take you to a help ticket form and send a technology help request without logging in.

desk/User/Login

The screenshot shows a user interface for a help desk system. It features a dark blue header with a white letter 'k' on the left. The main content area is a white card with a light gray background. The card is divided into two sections: 'Login' on the left and 'Submit a ticket' on the right. The 'Login' section has two input fields: 'Username or Email' and 'Password'. Below these fields are two buttons: 'Login' and 'G Login'. The 'G Login' button is circled in red. Below the buttons are links for 'Remember me', 'Lost password', and 'Register'. The 'Submit a ticket' section has a blue button labeled 'Submit a ticket', which is also circled in red. A central 'or' icon separates the two sections. At the bottom of the card, it says 'Built with Help Desk Software by Jitbit'.