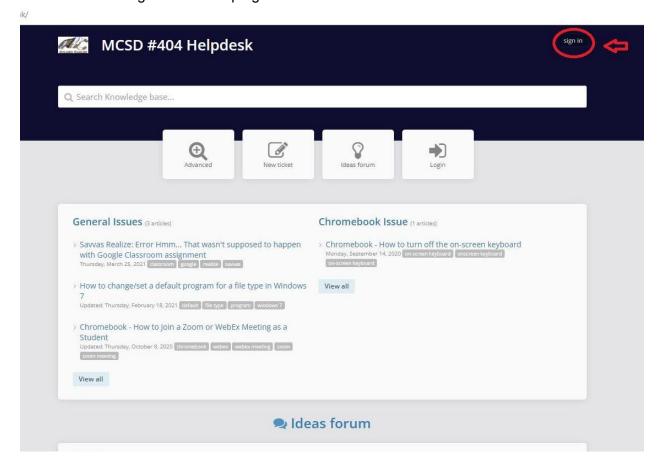
## **Technology Help Request**

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

- Send an email to <a href="help@mercerschools.org">help@mercerschools.org</a> 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.



## **Technology Help Request**

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.

