



## HOW TO REQUEST ASSISTANCE



hackleyschool.freshservice.com

The screenshot shows the Hackley School Freshservice website. The navigation menu on the left includes Home, Solutions, Tickets (highlighted with a green circle and a callout arrow), Service Catalog, Onboarding requests, Service Outages, About Us, and Joy (with a callout arrow). The main content area features a 'Login' button with a callout arrow, a search bar with the text 'Enter Here to Be and Find a Friend' and a callout arrow, and a notification banner for VPN issues with a 'View all' link. A central callout box says 'AND/OR SELECT:'.

**Browse help articles**  
Look up policies or read FAQs to fix issues on your own

**FIND KNOWLEDGEBASE ARTICLES**

Practice life long learning by finding answers and guides to help you resolve issues on your own.

**Report an issue**  
Having trouble? Contact the support team

**Request a service**  
Raise a request for a new device, software or service

**REQUEST A FIX/REPAIR**

Something broken or not working? Submit a traditional tech ticket.


**I.T. OR I.T. ?**

Instructional Technology

Choose the instructional technology category for faculty PD or academic account setups, browse and choose the other categories for services including **event setups**, configuring new equipment and training

## A COLLEAGUE WILL RESPOND



Once your ticket is picked up, you will receive an email and IT receives an email. You can communicate by responding to the email, clicking on the link at the bottom of the email or checking on the status of your ticket in the  menu.



## Thank you!

The quickest way to getting a tech issue resolved is by submitting a tech ticket which also automatically sends us an email. Other communication methods about tech issues only make our ability to resolve your tech issues less efficient. We rely heavily on the ticketing system to make sure we are responding to everyone's need as equitably as possible. If you have no way to submit a tech ticket (please remember that you can submit from a smartphone or ask someone to submit on your behalf), you may call 914-906-1731. If you call any technology staff on a new issue they will likely ask you to submit a ticket

We constantly monitor tickets and use the ticketing system to manage our workflow. We do not constantly monitor email

Tickets produce a permanent record and allows us to report and reflect on the work we do and refine our workflow to improve overall support of the community.