### Creating Get Help Tickets for Help from IT

1. Use a Web browser to go to;  
   [https://servicedesk.sbcusd.us](https://servicedesk.sbcusd.us).

2. **Click** on **Sign In**.

3. Enter your **District email address**, and **Click Next**.

   OR

4. **Click** on your **District Google account**.

5. Enter your District **password**.

6. If this is your first-time logging into Get Help, Enter your **staff ID** and **Click Submit**.

7. **Click** on the **Create Ticket** button.

8. Select a **category**, and **sub-category** if available.

---

CONTINUED...
   - Summary – Enter a summary/title for the ticket
     *NOTE* – Please enter your site location as the first portion of your Summary, IE. OEHL – Printer Help
   - Description – Describe the problem and/or the help you need
   - Attachments – Attach any support documents needed

10. **Click Next**.

11. **If** a device is needing service, **Click on “Click here to record it to this ticket”**.
    - Tag Number - Enter the Tag/Asset Number of the device needing service.

12. **Click** on the check mark to verify the Tag/Asset Number.

13. If the Tag/Asset Number is **not found**, **Click Cancel**, and **Click on the Description step**, and enter a description to **describe the device**. Example, Device type manufacturer, model, etc.

14. **Click Next**.

15. **Department** – Enter your District department

16. **Click Submit**.

**NOTE** – You can check on the status of your ticket and even add discussion text. Login to Get Help and your tickets are **listed on the Dashboard**.