

In this tutorial, learn how to use the Support Ticket system for submitting maintenance and technology support requests.

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Submit a ticket

www.cusd3.net

Community Unit School District #3, Fulton County Ph. 309-785-5021

Great Rural Schools

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Home District Office Middle / High School Elementary For Teachers STI InformationNOW Athletics Email Contact

Our mission as an innovative, rural, educational community with a personal awareness of each student is to provide challenging educational experiences, enabling students to become responsible citizens through the cooperative efforts of the students, family, school and community.

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support.cusd3.net

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SUPPORT CENTER

TICKET TRACKING

SUPPORT TICKET SYSTEM

[New Ticket](#) [Ticket Status](#)

Welcome

In order to assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.

Every support request is

Open A New Ticket Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.	Check Ticket Status We provide archives and history of all your support requests complete with responses.
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Email:

Ticket#:

Enter your information

CUSD₃Ticket Support Center SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

Add information to the highlighted fields:

Full Name: *

Email Address: *

Telephone: Ext

Help Topic: *

Subject: *

Message:

Be as descriptive as possible here. This will help resolve your issue sooner, as staff won't have to schedule time to ask you additional questions or do initial troubleshooting themselves.
Just include any information you think would be helpful.

Priority:

Then click "Submit Ticket."

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View Existing Ticket Status

Do not open a new ticket if you already have one open on a specific topic. You can check on that ticket's status by following the instructions in this section. Opening a new ticket may cause an old one to be deleted, and your place in the queue will change.

CUSD₃Ticket SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

To view an existing ticket's status, use the same link from our homepage, and click "Ticket Status" in the upper right-hand corner.



To view the status of a ticket, provide us with your login details below.
If this is your first time contacting us or you've lost the ticket ID, please [click here](#) to open a new ticket.

Authentication Required

E-Mail:	<input type="text" value="CUSD3.net email address"/>	Ticket ID:	<input type="text" value="(from email)"/>	<input type="button" value="View Status"/>
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Type in your CUSD#3 email address for the email field, and enter the ticket ID number in the other field. You can find your ticket ID in the email that was sent confirming your request submission.

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Showing 1 - 8 of 8 All Tickets

Ticket #	Create Date	Status	Subject	Department	Email
919482	08/31/2012	Open	Lounge printer needs toner	IT Department	
708825	08/31/2012	Open	Purchase projector & whiteboard	IT Department	
585981	08/30/2012	Open	User email	IT Department	
652797	08/23/2012	Closed	Test [subject]	IT Department	
745717	08/16/2012	Open	Software purchase(s)	IT Department	
387057	08/16/2012	Closed	Renew Google Apps domain registration	IT Department	
459130	08/09/2012	Closed	Printing	IT Department	
563900	08/02/2012	Closed	Create user account for ticket system	IT Department	

Entering a ticket ID number should then allow you to view any tickets that you have created in the past to check status.

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Logging Out

When you are finished working in the Support Center, log out.

ticket My Tickets Log Out

New Open View Closed Refresh

Ticket #	Create Date	Status	Subject	Department	Email
010407	09/21/2017	Open	Change winter road time	IT Department	luskb@cUSD3.net

Logging out of this and all web-based systems is an extremely important step in safeguarding your privacy and account information.