



How to Create a Help Desk Ticket

1. Go to Colby School District's main webpage. URL: https://colby.k12.wi.us



2. Hover over STAFF.

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Email Infinite Campus Employee Access Skyward Website Portal My Learning Plar EduClimber BYOC - Educator BYOC Admin	Alternative Compensation ICU Employee Access Employee Assistance Employee Wellness Employee Handbook ETF Video Library Insurance Job Descriptions My Learning Plan Substitutes	FORMS Athletic Forms Budgeting District Forms ConnectEd LMC Catalog Links MSDS SBAC Safe Schools Scholastic Achievement	Chromebook Guideline Training Videos Cisco Phone User Manual Google Help Videos Technology Request Forms Help Desk	5		



3. Click Help Desk.

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Website My Lea	e Portal rning Plan	Employee Handbook ETF Video Library	LMC Catalog Links	Technology Request Forms					
EduClin BYOC -	nber Educator	Insurance Job Descriptions	MSDS SBAC						
BYOC A	Admin	My Learning Plan Substitutes	Safe Schools Scholastic Achievement						
(REAL)			Manager Scholastic						
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4. Sign in with your Colby email address. It will not ask you to sign in every time.

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Forgot email	?			
To continue, (and profile pi	Google will share cture with pimer	e your name, ema it.al.	iil address,	

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5. Create your help desk ticket. Be sure to hit the Submit button in blue.

	Create a helpdesk ticket for Colby School District
,	Alexis, if this is an emergency please call us immediately at (715) 598-3802.
Summary	Library printer low on ink
Detailed description	The HP printer in the library is low on black ink.
Extension	1234
Location	High School 🔹
Room	125A
	Submit

6. IF the ticket portal does **NOT** work then you can email <u>colbysupport@chestnutconsulting.com</u> to create a ticket.