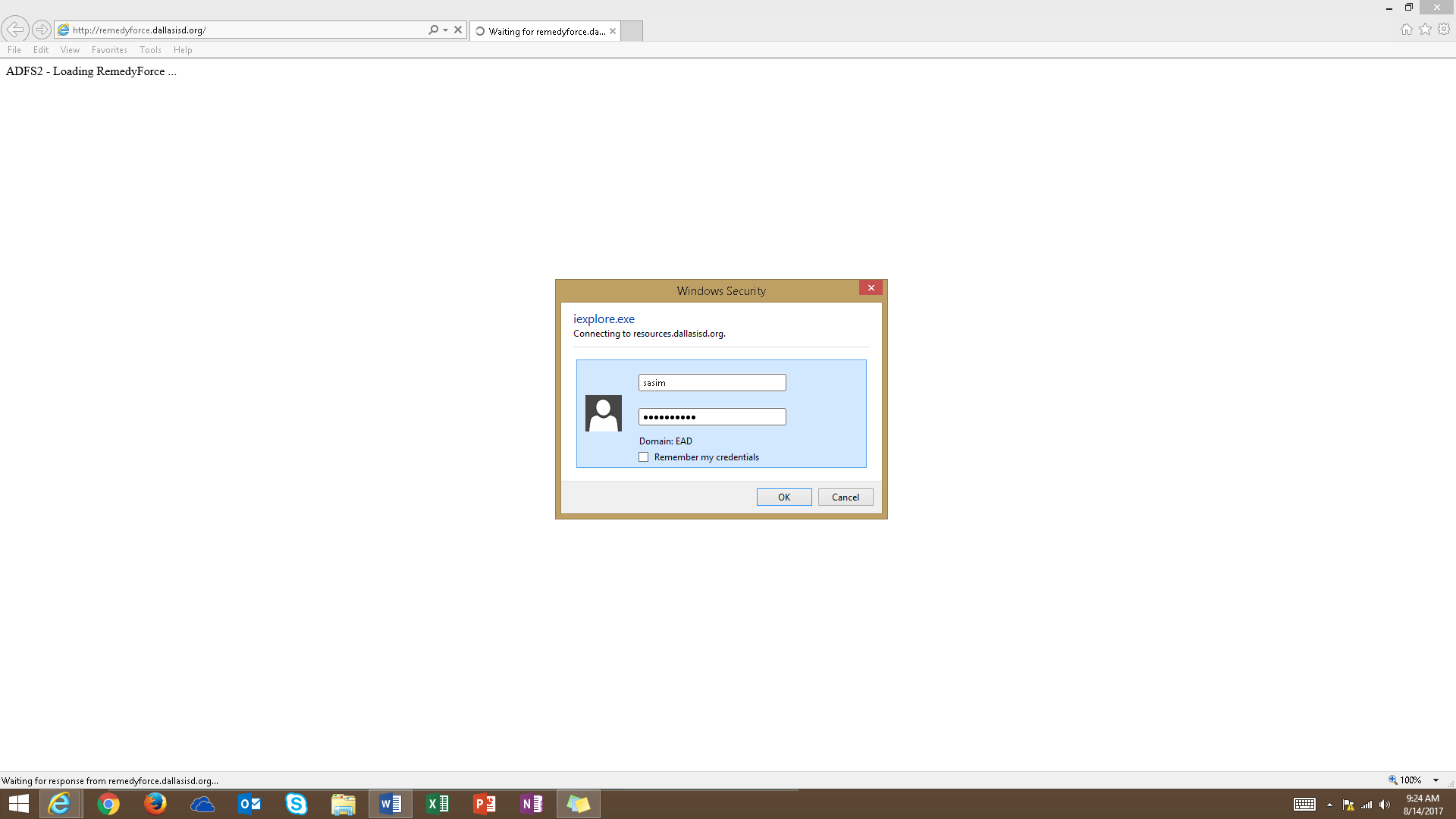
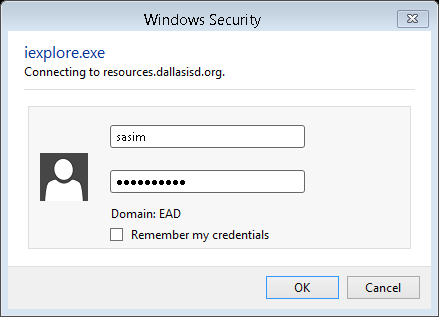


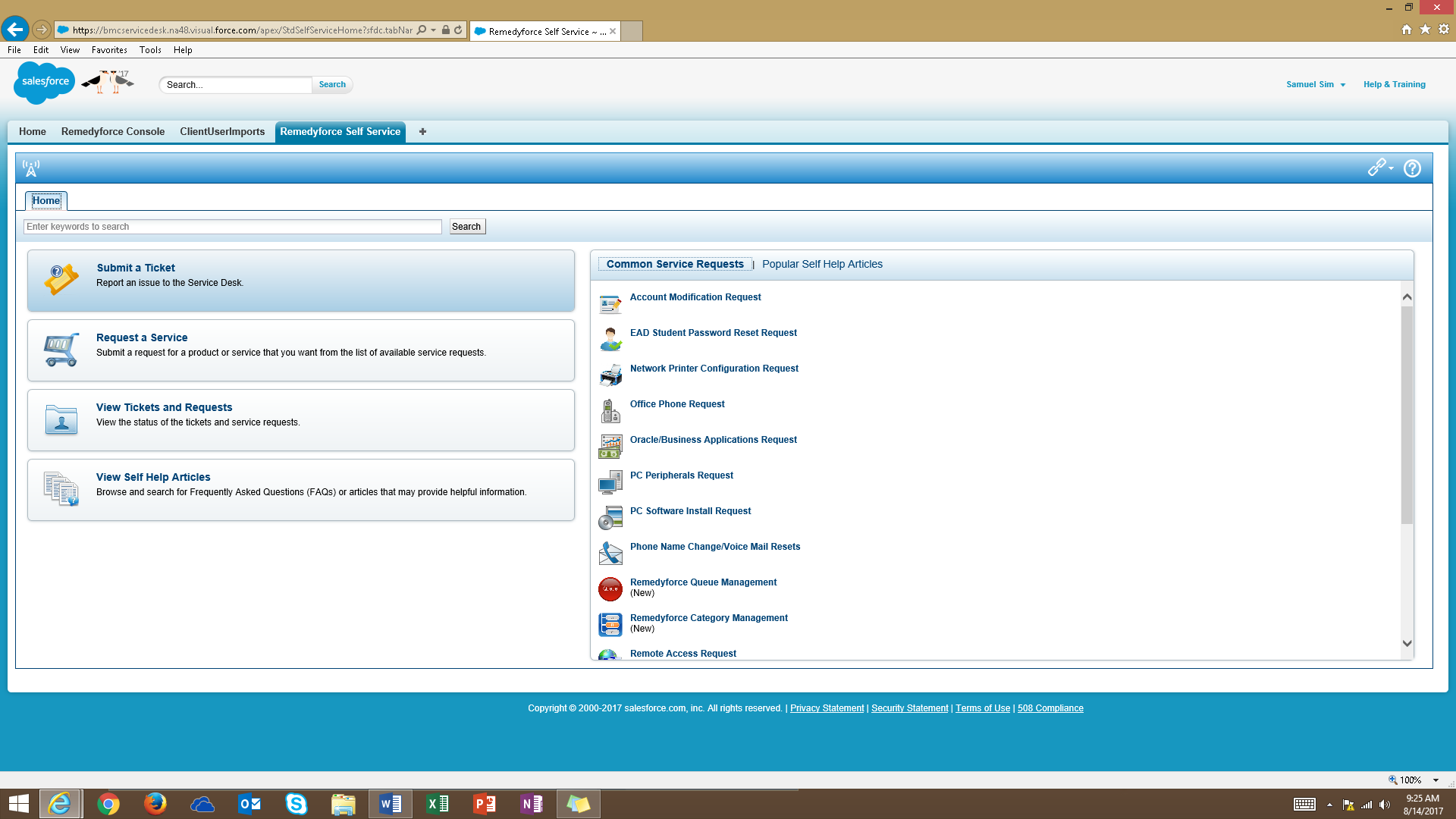


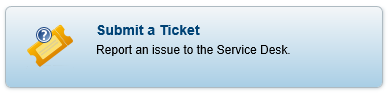
1. Click on **IT Help** on the desktop (for issue and incident with technology).



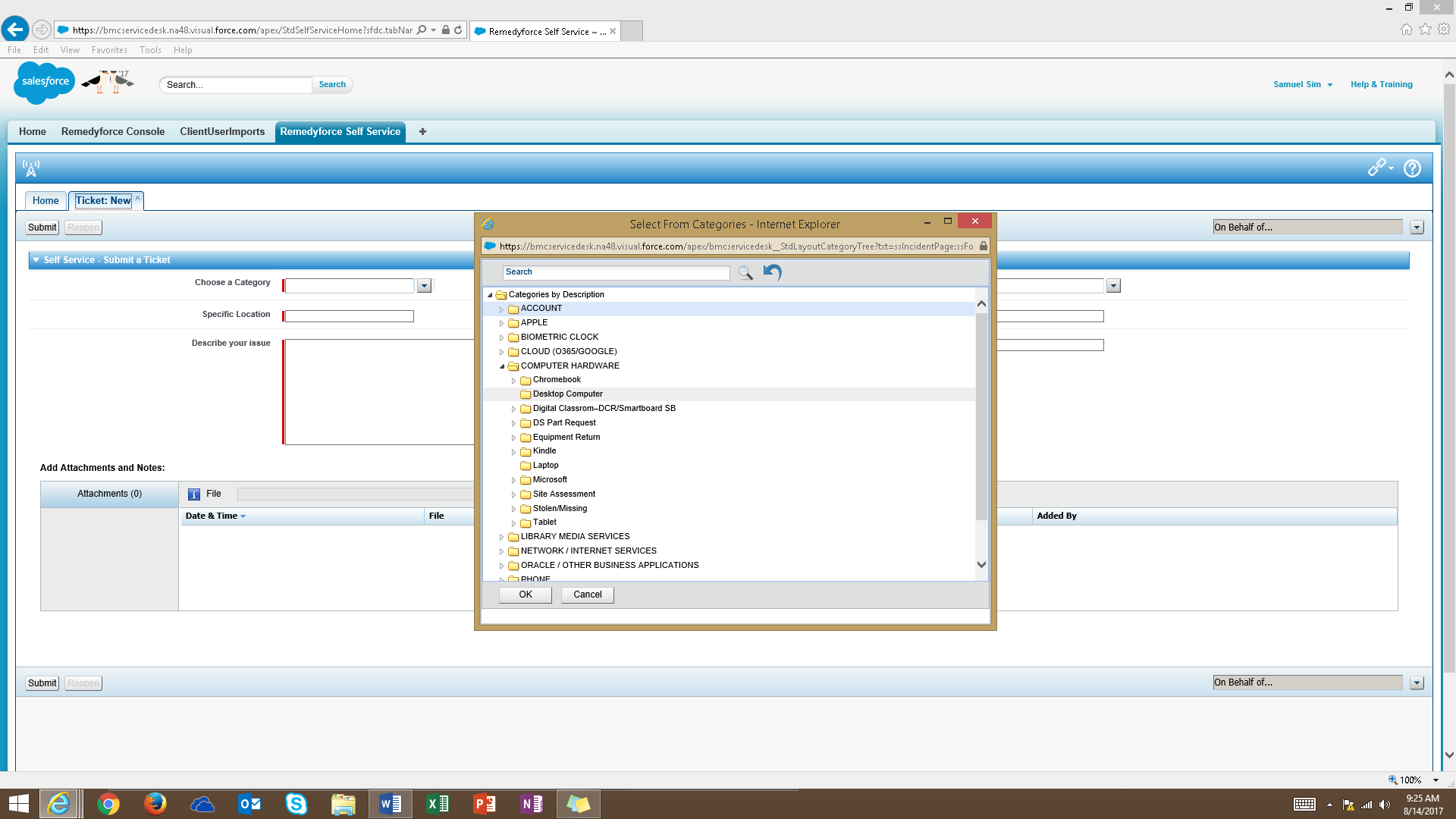


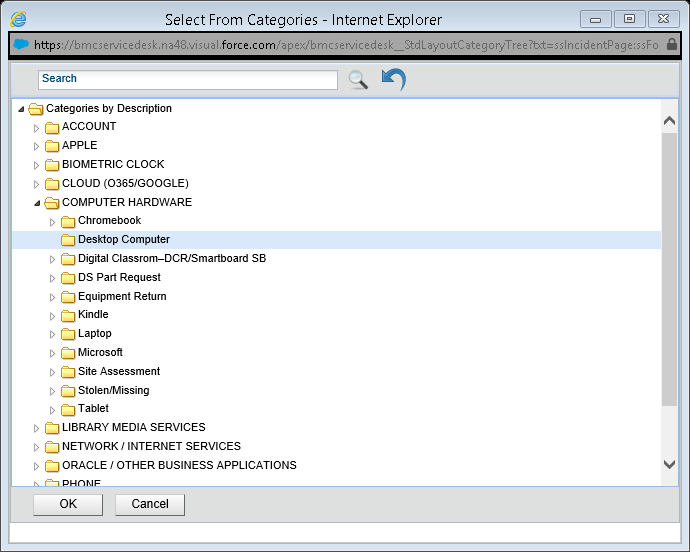
1. Sign in with your **EAD** Username and Password.



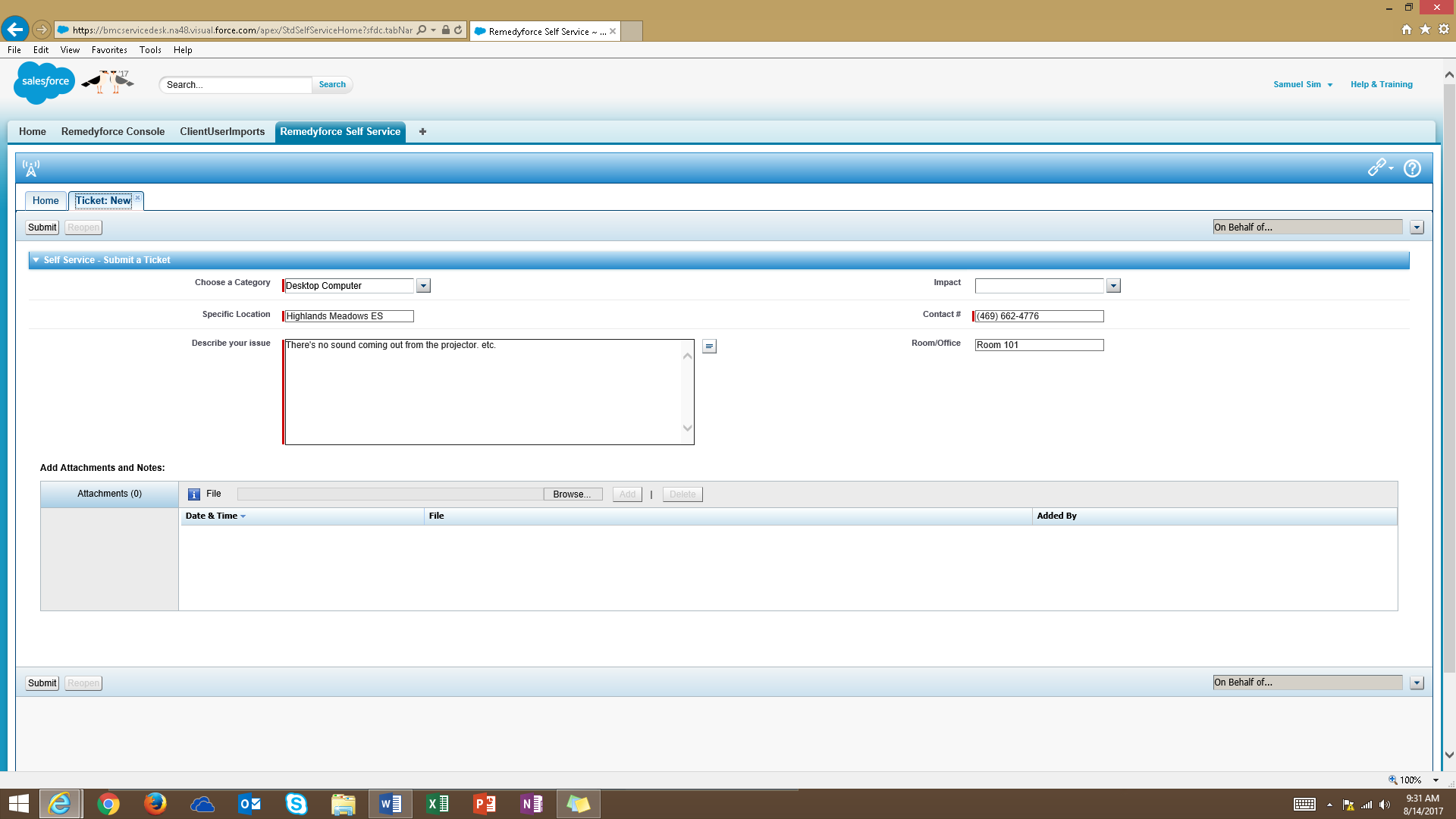


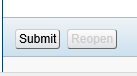
1. Click on **Submit a Ticket**.



[](https://bmcservicedesk.na48.visual.force.com/apex/bmcservicedesk__stdlayoutcategorytree?txt=ssincidentpage:ssform:pblock:j_id3:0:pagesectionid:j_id4:0:j_id5:inputfield&popupid=incident&objectname=incident__c&state=true&stdform=false&standardlayout=true&filterclause=inactive__c%20%3d%20false%20and%20availableforincidents__c%20%3d%20true%20and%20display_in_selfservice__c%20%3d%20true&frm=catdtlfrm&idvalstr=&filter=ssinc)

1. Fill out all the RED line
   1. **Choose a Category** click on the drop down you will see a list of category.
   2. **Specific Location** your school name.
   3. **Describe your issue** describe your issue of the technology you are having.
   4. **Contact #** your contact number.
   5. **Room/Office** Room # or office location.





1. Click on **Submit**