

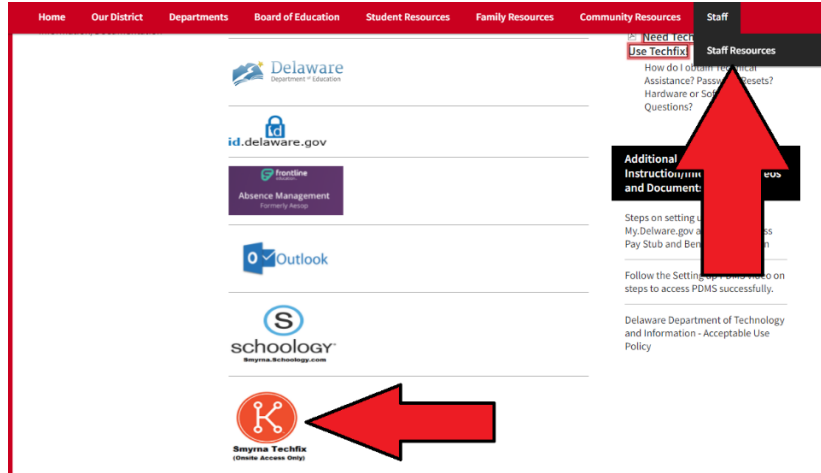


# Smyrna Technology

## TechFix – Login and Create a Ticket

### Login

1. On the Smyrna School District webpage, navigate to the “Staff”: “Staff Resources” page. Scroll down to “Smyrna TechFix (Onsite Access Only)”.



2. After the TechFix window opens, type in your Windows/DSC username and password. Usernames follow the standard of **firstname.lastname**. Then click “Login”.



Login (user name):	Password:
<input type="text"/>	<input type="password"/>

(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out")

Login
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## Smyrna Technology

3. Once logged in, your TechFix page will look similar to this:

The screenshot shows the TechFix interface. At the top right, it says 'Company: Smyrna School District • Organization: Default' and 'Session Timeout: 00:59:36'. The main heading is 'Tickets | \_Techfix'. Below the heading, there are controls for 'List Refreshed', 'Auto Refresh', and a search bar. A table of tickets is displayed with columns: TICK, Submitter, Short Description, Owner, Status, Building, Room, and Priority. The first row shows a ticket with status 'Unassigned' and priority 'Low'. The 'New' button is highlighted with a red box.

### Create a TechFix Ticket

1. Click “New” to open a drop-down box. Hover your mouse cursor over “New Ticket From Queue”. Click “\_Techfix”.

The screenshot shows the TechFix interface with the 'New' dropdown menu open. The 'New' button is highlighted with a red box. The dropdown menu shows 'New Ticket From Queue' and '\_Techfix' as options. The 'New Ticket From Queue' option is highlighted with a red box, and the '\_Techfix' option is also highlighted with a red box.

2. Type in a Short Description. Next, you can select a category that best describes your request choose your building and enter a room number. You can also add additional emails to the ticket to keep others in the know of the status of the ticket.

New Ticket | \_Techfix

Choose Action ▾

**Short Description: (required)**

**Submitter:**  
Allen William ▾

**Impact:**  
One person inconvenienced ▾

**Category:**  
Account ▾  
Select a subcategory ▾

**Status:**  
New ▾


**Priority:**  
Low ▾

**Owner:**  
Unassigned ▾

**Building: (required)**  
Please select one... ▾

**Room: (required)**


**Department Billing:**  
Please select one... ▾

**Due:**  
 None  
 Manual Date 

CC List:  
[+ Add CC List](#)

3. Next, scroll down to the comment section. Type a detailed description of the issue you are experiencing. You can add an attachment or paste a screenshot of the issue as well. When you are finished, click “Save” and the TechFix ticket will be submitted.

**Comment:**  Owners only



Type something or paste screenshots

Knowledge Base Article:  
Select an article to append ▾

**Attachments:**  
 No file chosen  
[+ Add Another Attachment](#)

**Screenshots:**