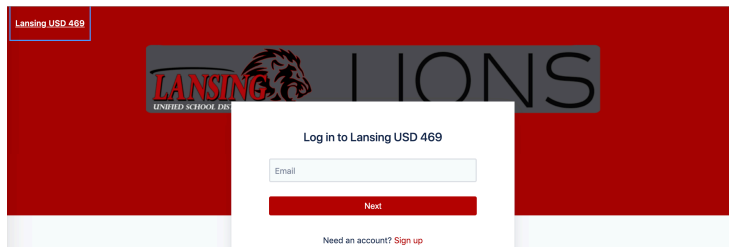
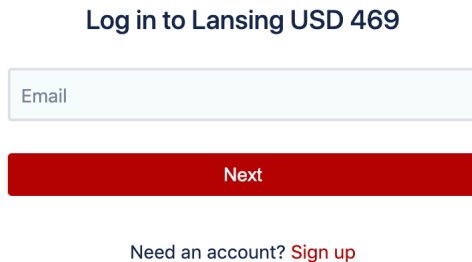


1. Go to: <https://usd469.atlassian.net/servicedesk/customer/portals>



2. Click **Sign Up**

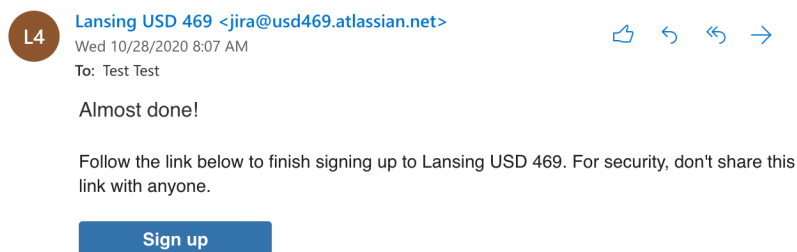


3. Enter your USD469 email address, click **Send Link**
Sign up

Enter your email address and we'll send you a private sign up link.



4. Check for an email from jira@usd469.atlassian.net. Click Sign up



5. Enter your Name and enter a password, click **Sign up**

Sign up

Email address
testtech@usd469.net


Full name

Choose a password

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up


6. You will be returned to the service desk, click **Demonstration Service Desk**




LIONS

Communications Center


Communications Center Development
We care currently in the process of developing this self service center as a tool for staff, students and patrons to request information and provide feedback.

**USD 469 Technology**
Please submit all information technology requests here.

**Demonstration Service Desk**
This service desk is for demonstration and training purposes only. Any requests...


7. Click *Submit a demonstration request or incident*

Lansing USD 469 / **Demonstration Service Desk**

**Demonstration Service Desk**


This service desk is for demonstration and training purposes only. Any requests entered here will not be prioritized.

What can we help you with?

**Submit a demonstration request or incident**
Submit a demonstration request or report a problem.

8. Enter a summary and details for a ticket, **click send**


What can we help you with?

 **Submit a demonstration request or incident**
Submit a demonstration request or report a problem.

Summary *

Demo Ticket

Suggested articles

 **Demo Service Desk**
from Demonstration Service Desk

What are the details of your request? *

Demo Ticket


Send

Cancel

9. You should then see a summary of your ticket.


Lansing USD 469 / Demonstration Service Desk / DSD-11

Demo Ticket

 **Test Tech** raised this on Today 8:09 AM [Hide details](#)

What are the details of your request?
Demo Ticket


Activity





Ad ▾ B I ... A ▾ :≡ ▾ ↻ 📎 + ▾

Save

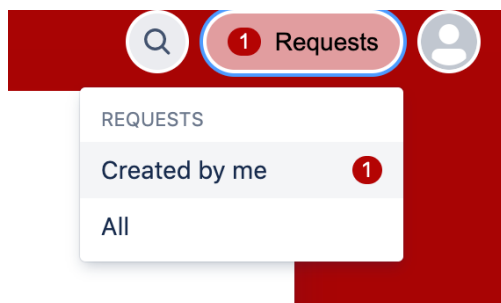
Status
TO DO

 Notifications on

Request type
 Submit a demonstration request or incident

Shared with
 **Test Tech**
Creator

10. Click on **Requests** in the top right, then **Created by me** to see your requests.



11. You should see a list of all the issues you have submitted along with the status.

Lansing USD 469

Requests


Request contains...

Q

Open requests

Created by me

Any request type

Type	Reference	Summary	Status	Service desk	Requester
	DSD-11	Demo Ticket	TO DO	Demonstration Service Desk	Test Tech

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1

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12. You will also receive an email that a ticket has been created. Anytime a ticket has a status change or if a comment has been added, you will receive an additional email with that information.



Demonstration Service Desk <jira@usd469.atl
assian.net>

Wed 10/28/2020 8:10 AM
To: Test Test

Reply above this line.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Test Tech.

Powered by Jira Service Desk