

# Logging a ticket

## 1. The Helpdesk

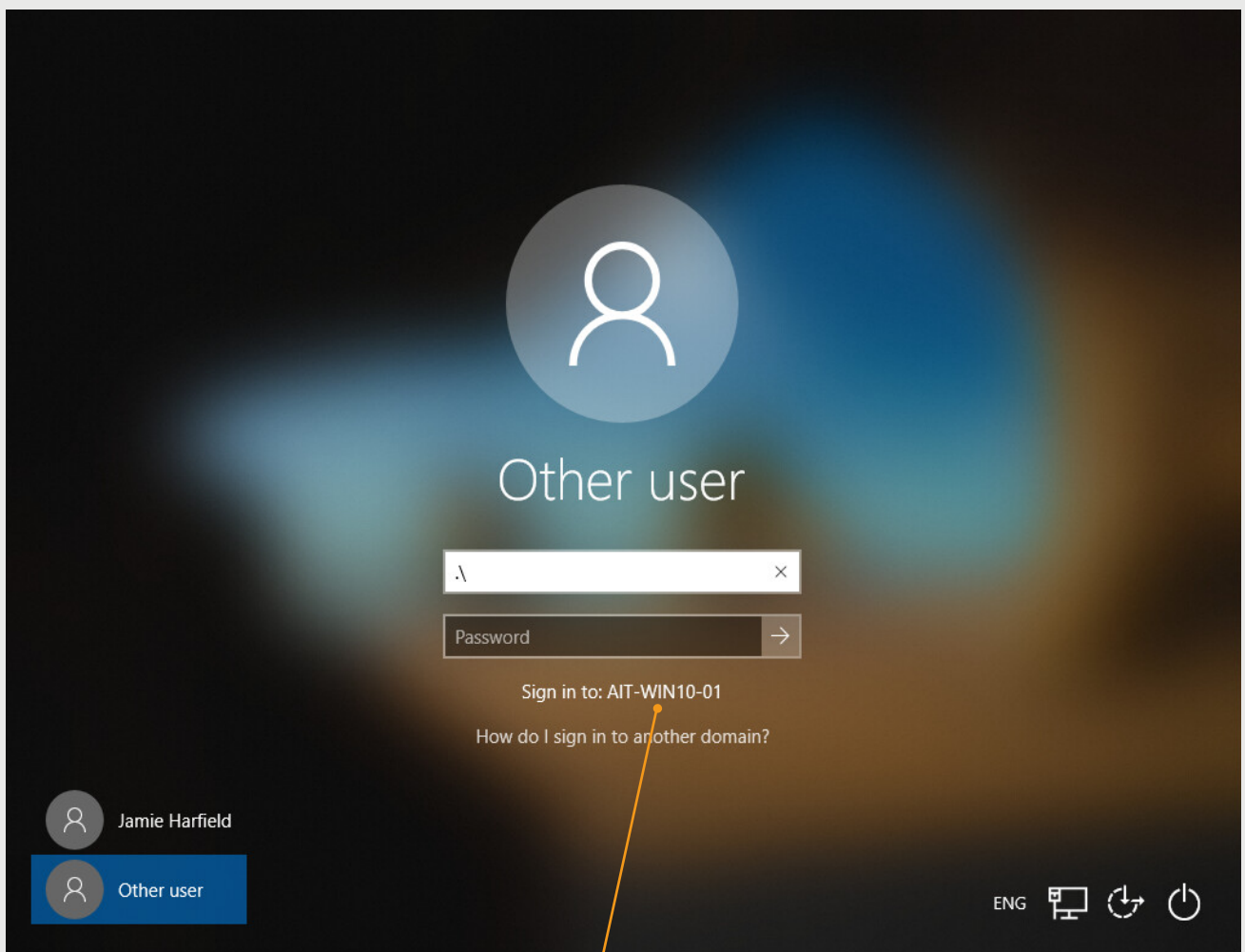
**1** Please go to: **<http://support.aitn.co.uk>**

Please note - The site is accessible from any device. Therefore, if you are unable to log on to your device, please raise a ticket using another device i.e. mobile phone.

Please ensure that your device is connected to your WiFi and is left switched on to allow a technician to remotely connect.

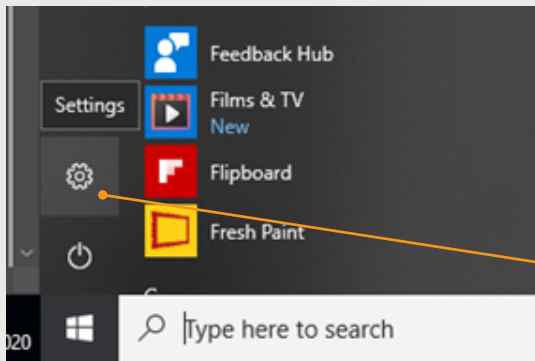
When submitting your helpdesk request, please ensure you state your device name. To do this please follow one of the below steps.

**A** If you are unable to log on to your device, you can obtain your device name by typing `.\` into the user name field. This will then illustrate the name of your device.

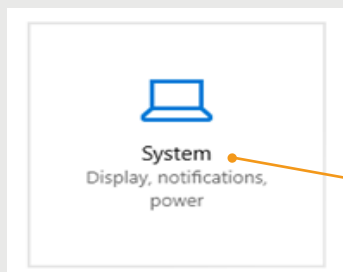


Device name found here.

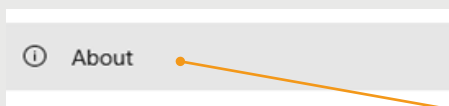
**B** Windows 10: Open the Start menu and click Settings. Select System, then About



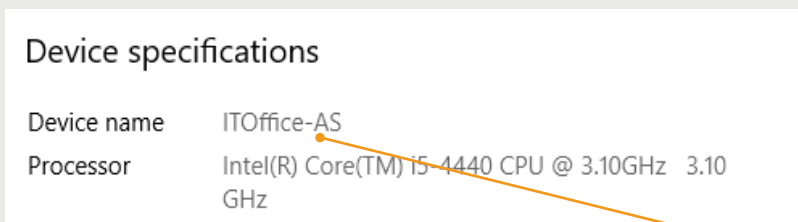
Step 1.



Step 2.

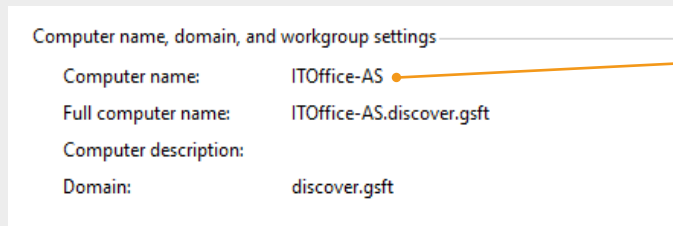


Step 3.



Device name found here.

- C** Press and hold the Windows key, then press the Pause/Break key  
Your computer name can be found under the “Computer name, domain, and workgroup settings” section of the window that appears.



Device name found here.

- 2** This will open the log in screen where you will use **your username** and **your password** and press **Log In**

## Support Centre

For all other users please click New Account.

### Log In

**User Name**

*yourusername*

**Password**

*yourpassword*

**Log In**

3

Fill in the required fields: **Name, Email and Location**

## Support Centre

### User Profile

First Name

*name*

Last Name

*name*

Email

*email@school.com*

Location

*your location* ▼

Save

4

Select the issues from the drop down menus and add details of your request

## Support Centre

### Help Request

Request type

ICT Team ▼

Fault ▼

Desktop ▼

Hardware Issue ▼

Subject

*The Subject*

Instructions

*For any Hardware issues. eg mouse or keyboard*

Request Detail

Attachment

*add attachment*

Location

*Long Field* ▼

Room

*M2 (Maths)* ▼

Save

5

You can access your tickets in the **History** tab

# Support Centre

Request

History

FAQs

Messages

Profile

## Ticket History

Ticket No.  Status *All Active*  Contains

Clear

Search

*No.*

*Date*

*Updated*

*Status*

*Request Details*



# Logging a ticket

## 2. Email

1 As a second resort, ICT issues can be emailed\* direct to the AIT Helpdesk. Simply email: [helpdesk@aitn.co.uk](mailto:helpdesk@aitn.co.uk) explaining the issue you are experiencing.

\*Emails only accepted once initially registered on the AIT Helpdesk\*

# Logging a ticket

## 3. Telephone

1 For those urgent matters\*, please contact us direct on: 0115 9170197

\*Urgent matters relate to those issue defined as P1 or P2\*

