

In an effort to streamline the submission process while offsite, IMS has created a temporary ticketing system by email. This will allow us to provide better support for our remote environment.

Here are the steps to create a ticket by email:

- 1.) You must send the email from your shenschools.org account or it will not be processed.
- 2.) Create an email with the recipient address of: ticketrequest@shenschools.org
- 3.) State the issue or request in the Subject line (ie Google Meet issue, Chromebook issue, etc.)
- 4.) Include a description of the issue or request (the more information you provide, the easier it is for us to research) and a BEST CONTACT NUMBER to reach you for support.

Example:



David Hines <hinedavi@shenschools.org>
to ticketrequest ▾

Good morning,

My computer seems to be having an issue with connecting to the internet. Please help me.

Thank you,
David Hines
System Analyst
Shenendehowa Central Schools
hinedavi@shenschools.org [Old email: hinedavi@shenet.org]
518-881-0700 ext. 62914

5.) A ticket will be generated in the help desk system along with an incident ID

We will get back to you during our normal hours of support between 8am-4pm M-F. If you do not hear from us within a business day please call the help desk by phone: 518-881-0732. Please be mindful that there are limits to what we can troubleshoot on non-district devices.

IMS is here to support your needs. This new system is intended to better support you as you work from home.