

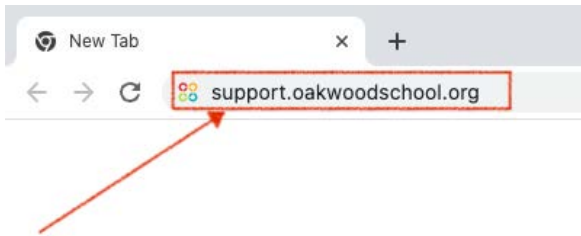


Submitting a Tech Support Request



Are you having a tech emergency? Need some tech support? Submit a tech support request!

1. Visit support.oakwoodschool.org



2. In the top right, click on Submit a Request



3. Fill out the form the best you can and submit!

Submit a request

Your email address

How would you categorize this request?

Choose the type of issue that most closely fits your request. If not applicable, please choose Other.

Subject

What is your issue?

Details

Please enter some details for your request.

Attachments (optional)



Why a ticketing system? What even is a ticket? Will this help my problem get fixed faster?

1. A ticketing system is a system that lets us organize, track and follow up on help requests we get from our community. Additionally, it also helps us quickly see if there is a larger issue occurring and stay ahead of it.
2. A ticket is a help request. You emailed tech support? Ticket. You called in and asked for some help? Ticket. Many schools/organizations, private and public, have IT and Technology teams that use a form of ticketing system.
3. We are focused on providing everyone with efficient, personalized service. We don't want your request to be buried in an inbox or lost to the void. The new system will allow us to focus on your request in a timely and resourceful manner.