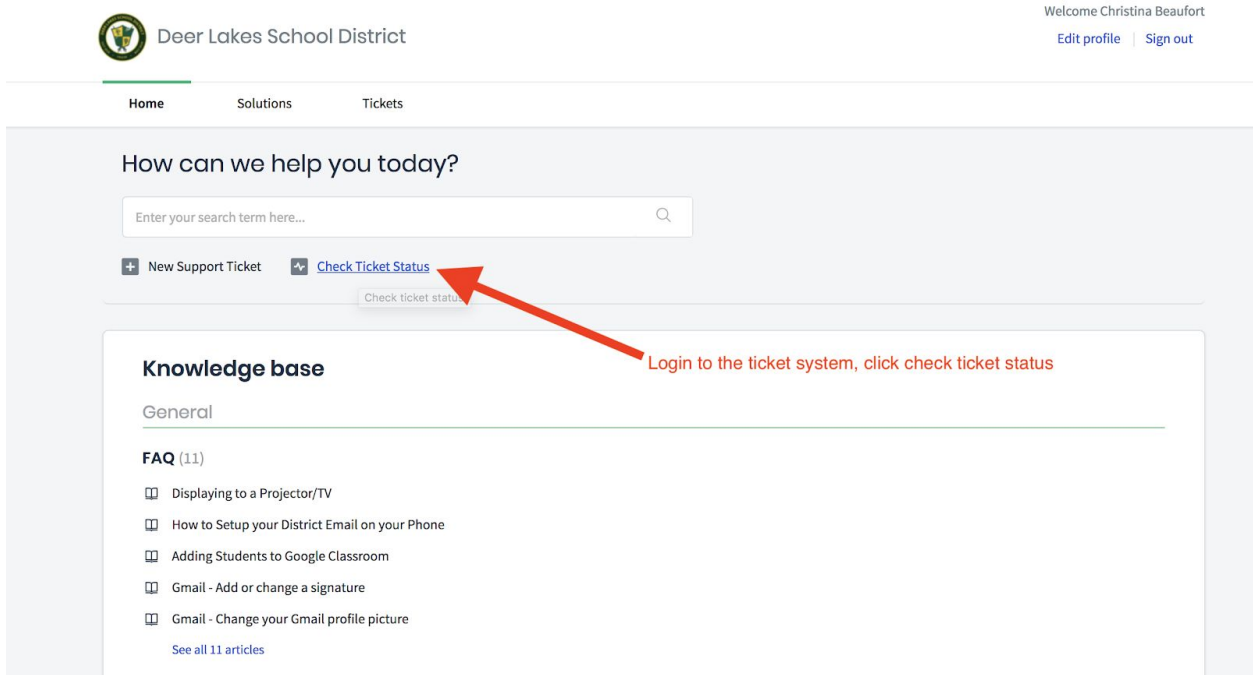


## End User Closing Ticket Process

If the Technology Department has fixed your issue please follow the steps provided below to close your ticket.



The screenshot shows the top navigation bar with the Deer Lakes School District logo and the text "Deer Lakes School District". On the right, it says "Welcome Christina Beaufort" with links for "Edit profile" and "Sign out". Below the navigation bar, there are tabs for "Home", "Solutions", and "Tickets". The main content area has a heading "How can we help you today?" followed by a search bar. Below the search bar, there are two buttons: "New Support Ticket" and "Check Ticket Status". A red arrow points to the "Check Ticket Status" button. Below this, there is a "Knowledge base" section with a "General" sub-section and a list of FAQ items: "Displaying to a Projector/TV", "How to Setup your District Email on your Phone", "Adding Students to Google Classroom", "Gmail - Add or change a signature", and "Gmail - Change your Gmail profile picture". A link "See all 11 articles" is at the bottom of the list.

Deer Lakes School District

Welcome Christina Beaufort  
[Edit profile](#) | [Sign out](#)

Home Solutions Tickets

How can we help you today?

Enter your search term here...

+ New Support Ticket + [Check Ticket Status](#)

Check ticket status

**Knowledge base**

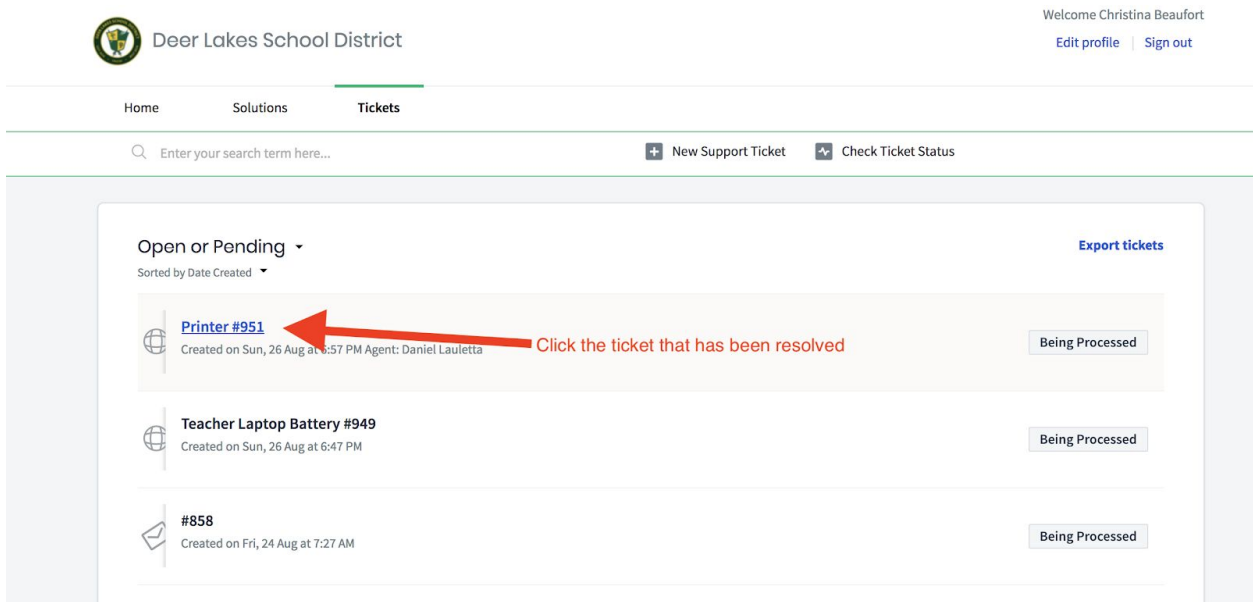
General

**FAQ (11)**

- Displaying to a Projector/TV
- How to Setup your District Email on your Phone
- Adding Students to Google Classroom
- Gmail - Add or change a signature
- Gmail - Change your Gmail profile picture

[See all 11 articles](#)

Login to the ticket system, click check ticket status



The screenshot shows the same top navigation bar and tabs as the previous image. The main content area now displays a list of tickets. At the top, there is a filter "Open or Pending" and a sort option "Sorted by Date Created". On the right, there is a link "Export tickets". The list of tickets includes: "Printer #951" (Created on Sun, 26 Aug at 6:57 PM Agent: Daniel Lauletta), "Teacher Laptop Battery #949" (Created on Sun, 26 Aug at 6:47 PM), and "#858" (Created on Fri, 24 Aug at 7:27 AM). Each ticket has a "Being Processed" button next to it. A red arrow points to the "Printer #951" ticket.

Deer Lakes School District

Welcome Christina Beaufort  
[Edit profile](#) | [Sign out](#)

Home Solutions Tickets

Enter your search term here...

+ New Support Ticket + Check Ticket Status

Open or Pending  
Sorted by Date Created

[Export tickets](#)

[Printer #951](#)  
Created on Sun, 26 Aug at 6:57 PM Agent: Daniel Lauletta

Being Processed

[Teacher Laptop Battery #949](#)  
Created on Sun, 26 Aug at 6:47 PM

Being Processed

[#858](#)  
Created on Fri, 24 Aug at 7:27 AM

Being Processed

Click the ticket that has been resolved

Home / Tickets list

Being Processed since 1 days 19 hours

## #951 Printer

**Christina Beaufort**, reported 2 days ago

Please add the library printer to my teacher Chromebook so I can print.

Thank you

**Daniel Lauletta**, said a day ago

Hi Christina Beaufort,

Mark ticket as closed



Click the check mark  
to close the ticket

### Agent Working on This Ticket



**Daniel Lauletta**  
Director of Technology

### Ticket details

Department \*

Technology

Technology Request \*

Printer/Copier