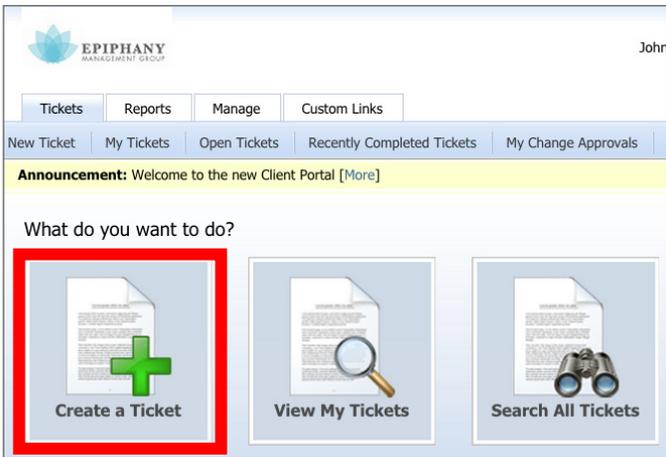# Creating a Ticket using the Autotask Portal

Step 1: Make sure pop-ups are allowed for the Autotask portal.

Step 2: Click "Create a Ticket" on the portal home page.

Step 3: Choose your specific building under "Account." Leaving the account as the school district may result in a delayed response to your ticket.
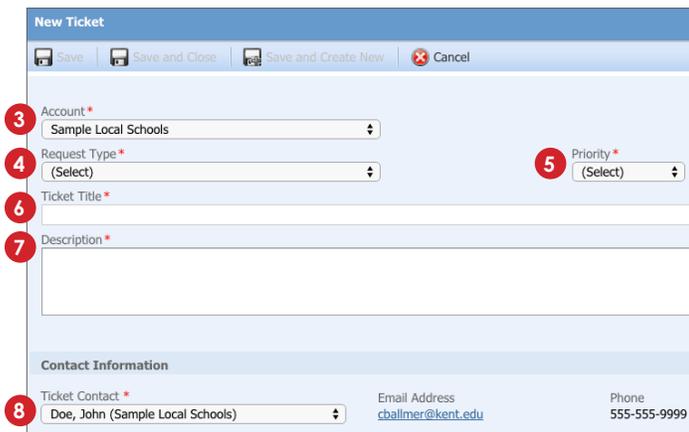
Step 4: Choose the "Request Type" that best describes your issue. The most common issues are located at the top of the list.

Step 5: Choose the "Priority" that best describes the urgency of your issue.

Step 6: Write a descriptive "Ticket Title," making it as unique as possible so our technicians can gain an understanding of the issue at a glance.

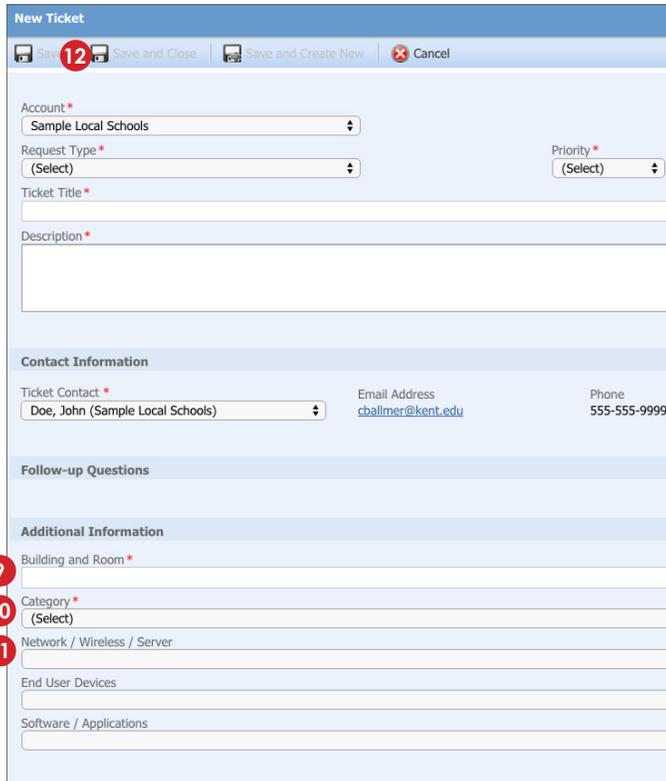**Step 7:** Add as much additional information as possible under "Description."

Step 8: Check that the contact infomation is correct.

Creating a Ticket using the Autotask Portal

New Ticket

| 💾 Save | 💾 Save and Close | 💾 Save and Create New | ❌ Cancel |

Account *
Sample Local Schools

Request Type *
(Select)

Priority *
(Select)

Ticket Title *

Description *

Contact Information

Ticket Contact *
Doe, John (Sample Local Schools)

Email Address
cballmer@kent.edu

Phone
555-555-9999

Follow-up Questions

Additional Information

Building and Room *

Category *
(Select)

Network / Wireless / Server

End User Devices

Software / Applications

Step 9: Enter your building and room number/name under "Building and Room."

Step 10: Choose the appropriate category for your ticket under "Category."
- **New Hardware / Software:** You need hardware (e.g., wireless card) or software installed.
- **Network / Wireless / Server:** You are having internet issues.
- **End User Devices:** You are having issues with computers, printers, iPads, etc.
- **Software / Applications:** You are having issues with specific software or applications (e.g., your gradebook).
- **Epiphany Internal:** DO NOT USE.

Step 11: Choose a sub-category from *one* of the above three drop-down menus.
Choose the drop-down menu that corresponds with the category you chose above.

Step 12: Click "Save and Close" at the top of the screen.

NOTE: Epiphany is always available to help you. Please email questions to autotask@epiphanymgmt.com