

## Lodging an ICT support ticket with the Sale College Technicians

The Sale College ICT support team now have a ticketing system to allow staff and students to lodge an issue while remote learning is taking place. The ticketing system will be monitored by the Sale College ICT team from 9:00am to 4:00pm each weekday. Tickets will be prioritised and addressed as quickly as possible.

To lodge a support ticket please complete the following steps:

1. Visit the [Sale College website](#) support page and click on the **Create an ICT Support Ticket** link or visit <https://salecollege.freshdesk.com/support/home> directly. You will be presented with a web page as follows:

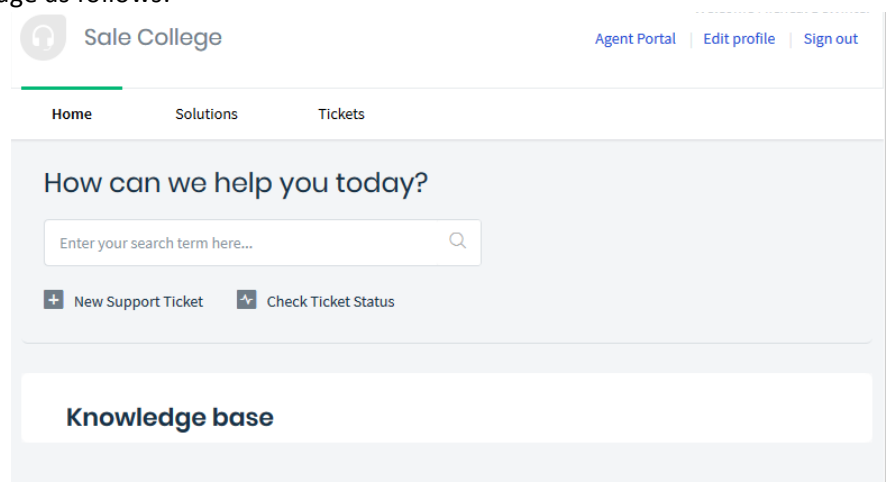


Figure 1: Sale College ICT support page

2. Click on the **New Support Ticket** option to be taken to the **Submit a Ticket** page. Fill in the information about the ticket as follows:

- Email Address:** Enter your full teacher or student email address
- Phone Number:** Please enter your full name and staff/student ID
- Description of Issue:** A full description of the issue with any error messages received and steps taken to try and fix the issue so far
- + Attach a File:** Please attach and screenshots, logs or other files that may help describe the issue

3. Once all information is entered click the green **Submit** button. This will forward the ticket to the Sale College ICT support team who will review and address the ticket as soon as possible. You will also receive an email with a link to track the progress of your ticket, or add further information.