How to Submit a Ticket:

Go to: CMSD Website then: Staff>Service Delivery

Or visit link : https://servicedelivery.clevelandmetroschools.org

Step one: Login in with your network credentials and select a main service:



Step two: Select a secondary service



Step three: Select request service

Service Catalog My Ticke	ets Service Catalog 🕷 View: Service 🕷 View 🔻							
Edit Frint Request Service Atlans								
Service Information	Service Information			Î				
Attachments	Name:							
	Desktop Issue			1				
	Service Response:	Remote/On Site Service:	Service Image:	1				
			, Image and the second					
	Description:							
	Description:		.					

Step four: Fill out form and submit

Include as much detail as possible:	Service Catalog My Ticket	s Service Catalog	View •		
What's the issue?	Submit Says Refresh P Common	Print Actions • Templates • Common			
Error receiving?	General Information Attachments	Ticket Number:	Title*: Desklop issue		
How many pc's affected?		Location*:	Preferred Contact Number*:	Room Number*:	
Asset tag?		Service Response:	Remote/On Site:		
Availability?		Description*: Copy from: Knowledge Base Copy from: Knowledge Base	5 x, x [*] J _x] [:: :: 非 非 ?? 짱 말 크 크	E · · · · Font · Font	

To check status on your tickets: Follow "Step One" to login

Select the tab "My Tickets" to view status on your tickets

Service Catalog My Tickets Service Catalog 🙁 View: Service 🙁 View 🔻										
View Edit Print Delete Preview Pane										
Subscribe	Container	Item Name	Record Number -	Title	Priority	Status	Created On	Updated On	Global	
Container: Safety and Security (10 items)										
□ Container: Service Desk (15 items)										
	Service Desk	Ticket	<u>99</u>	Request Electrical Wiring	2-Urgent	Assigned	02/09/2017 08:54 AM	02/09/2017 03:16 PM	No	
	Service Desk	Ticket	<u>98</u>	Request Document Ca	4-Routine	Assigned	02/09/2017 08:53 AM	02/09/2017 03:17 PM	No	
	Service Desk	Ticket	<u>97</u>	Report Document Cam	4-Routine	Assigned	02/09/2017 08:52 AM	02/09/2017 03:21 PM	No	
	Service Desk	Ticket	<u>96</u>	Report Classroom Spe	4-Routine	Assigned	02/09/2017 08:49 AM	02/09/2017 03:22 PM	No	
	Service Desk	Ticket	<u>95</u>	Report PA sytem issue	4-Routine	Assigned	02/09/2017 08:47 AM	02/09/2017 03:23 PM	No	
	Service Desk	Ticket	<u>94</u>	Request Interactive pens	4-Routine	Assigned	02/09/2017 08:31 AM	02/09/2017 03:24 PM	No	
	Service Desk	Ticket	93	Request Smartboard re	4-Routine	Assigned	02/08/2017 02:01 PM	02/09/2017 03:26 PM	No	
	Service Desk	Ticket	<u>92</u>	Report an issue with Pr	4-Routine	Assigned	02/08/2017 01:59 PM	02/09/2017 03:28 PM	No	
	Service Desk	Ticket	<u>91</u>	Report an issue with Vo	4-Routine	Assigned	02/08/2017 01:54 PM	02/09/2017 03:33 PM	No	
	Service Desk	Ticket	90	Report an issue with on	4-Routine	Assigned	02/08/2017 01:53 PM	02/09/2017 03:37 PM	No	