How to Submit a Ticket:

Go to: CMSD Website then: Staff>Service Delivery
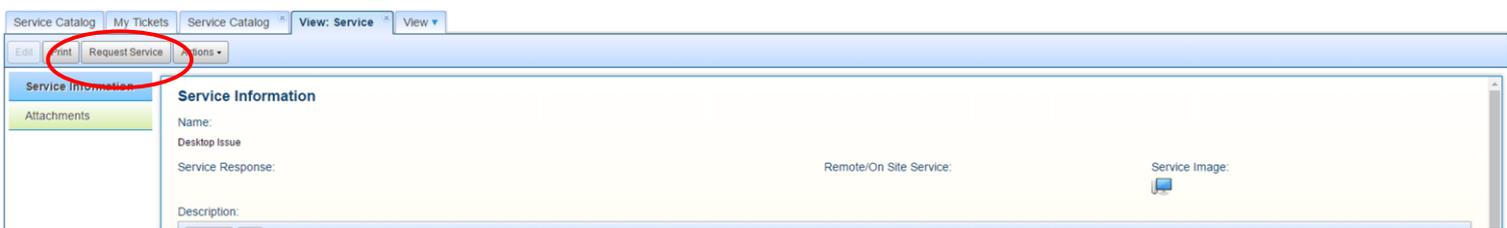*Or visit link :* https://servicedelivery.clevelandmetroschools.org

Step one: Login in with your network credentials and select a main service:
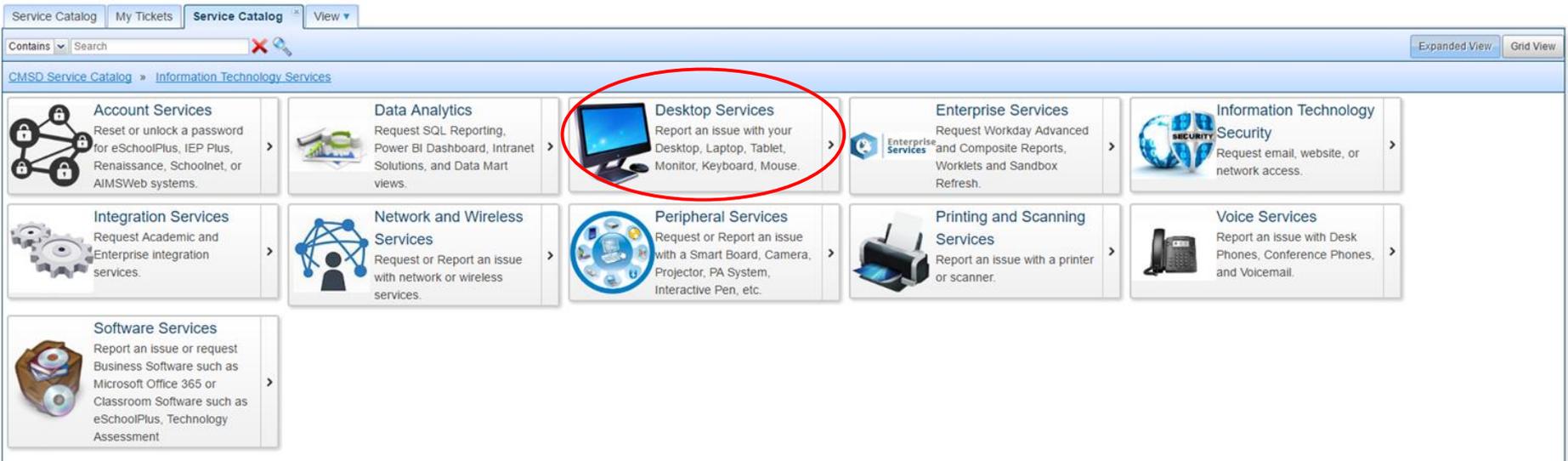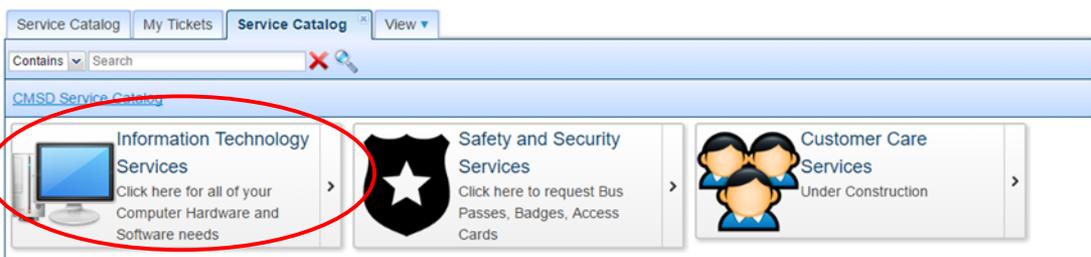
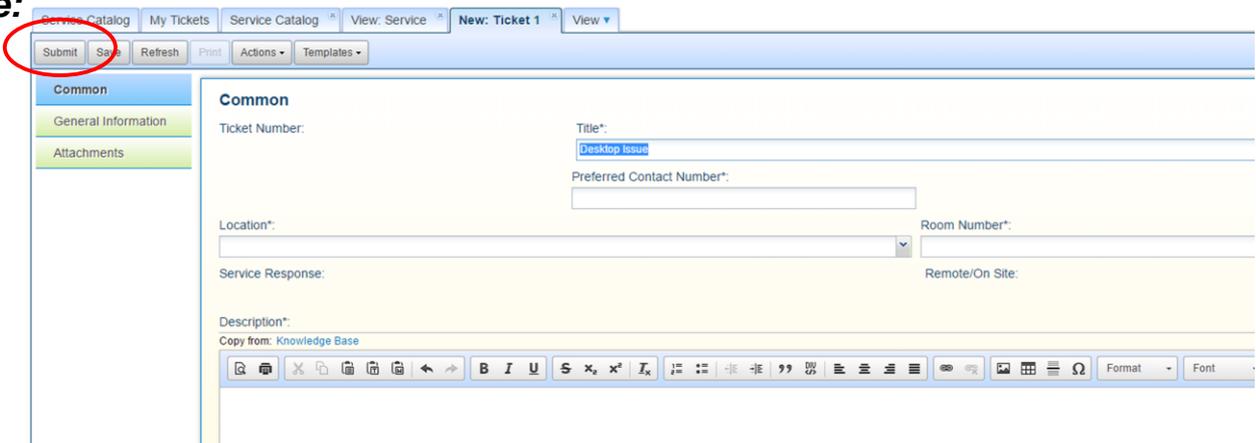# Step two: Select a secondary service

Step three: Select request service
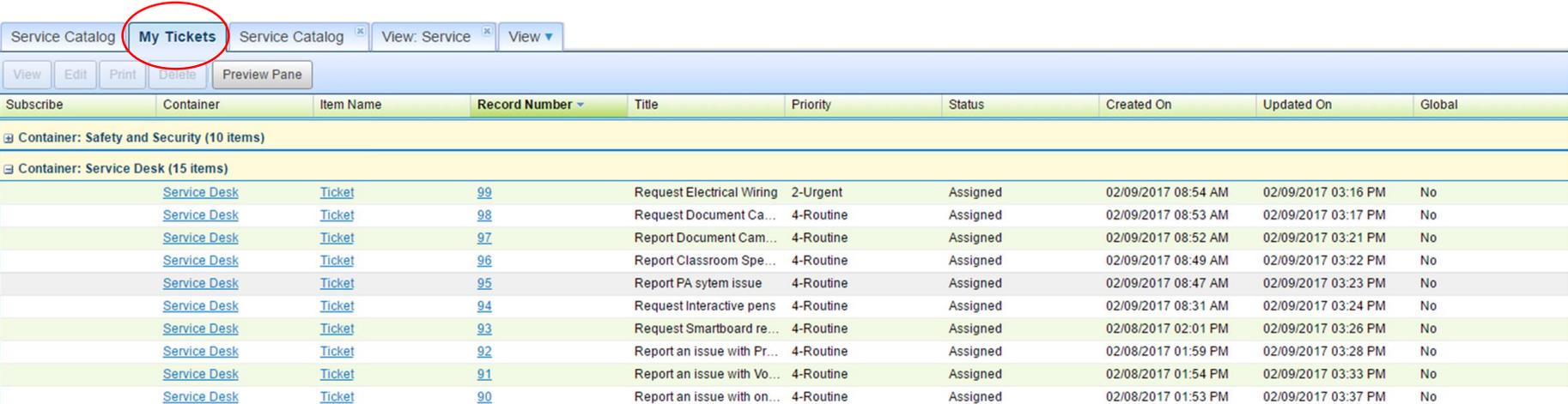

Step four: Fill out form and submit

Include as much detail as possible:

What's the issue?

Error receiving?

How many pc's affected?

Asset tag?

Availability?

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

| Service Catalog | **My Tickets** | Service Catalog ˣ | View: Service ˣ | 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	99	Request Electrical Wiring	2-Urgent	Assigned	02/09/2017 08:54 AM	02/09/2017 03:16 PM	No
	Service Desk	Ticket	98	Request Document Ca…	4-Routine	Assigned	02/09/2017 08:53 AM	02/09/2017 03:17 PM	No
	Service Desk	Ticket	97	Report Document Cam…	4-Routine	Assigned	02/09/2017 08:52 AM	02/09/2017 03:21 PM	No
	Service Desk	Ticket	96	Report Classroom Spe…	4-Routine	Assigned	02/09/2017 08:49 AM	02/09/2017 03:22 PM	No
	Service Desk	Ticket	95	Report PA sytem issue	4-Routine	Assigned	02/09/2017 08:47 AM	02/09/2017 03:23 PM	No
	Service Desk	Ticket	94	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	92	Report an issue with Pr…	4-Routine	Assigned	02/08/2017 01:59 PM	02/09/2017 03:28 PM	No
	Service Desk	Ticket	91	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