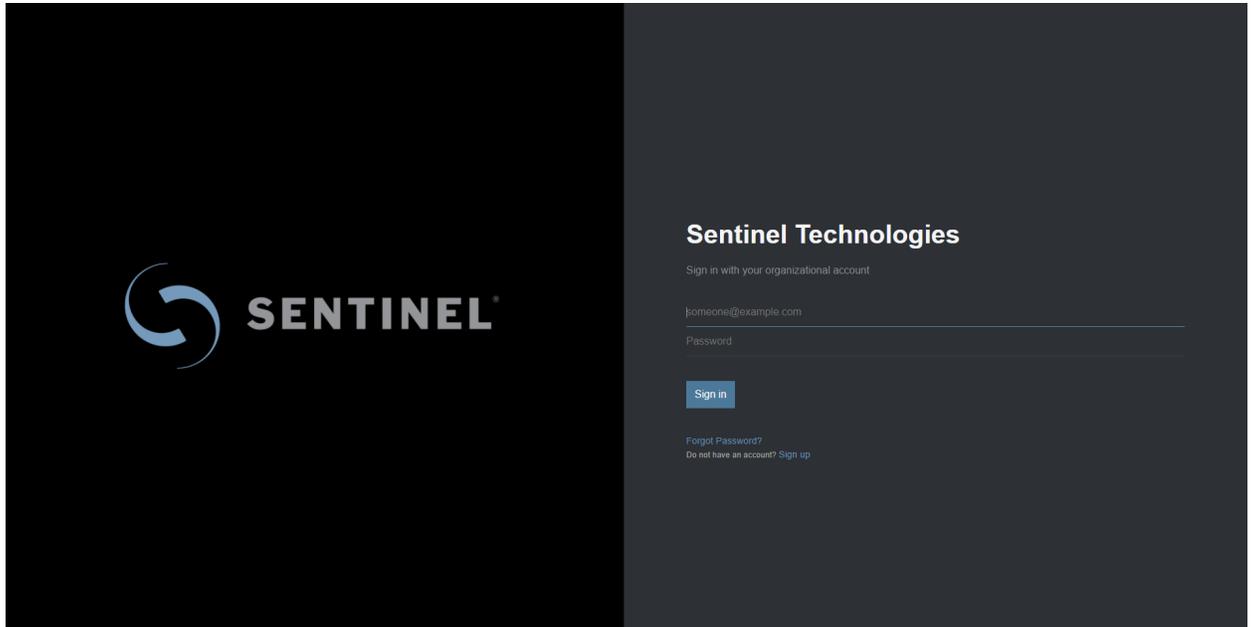


## Accessing the Ticketing Portal:

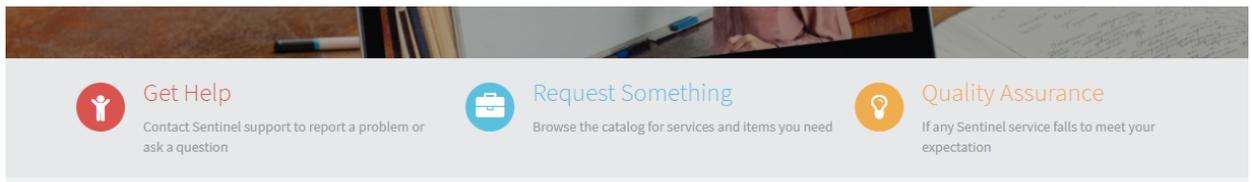
1. Proceed to <https://my.sentinel.com>; enter your username, which is your D49 email address, and password. If you have forgotten your password, or not created one yet, choose “Forgot Password” and one will be sent to you.



2. This will log you into the ticketing portal.

## Placing a Service Case

1. Once logged in, you will see three menu buttons in the center of the screen. Choose ‘Get Help’.



2. This will provide a menu of options for requesting help. You will want to choose ‘**Diagnose and Fix**’ as the menu option.

The screenshot shows a web interface for a help center. At the top, there is a navigation bar with the breadcrumb 'Home > Customer Service > Get Help' and a search box. Below the navigation bar, the main content area is titled 'Get Help' and features a sidebar on the left with the following menu items: Applications, Communication and Collaboration, Get Help (highlighted), IT Services, Project Services, and Security and Access. The main content area contains three cards: 1. 'Diagnose and Fix' with the description 'Please use this to report issues or recieve help with something that is broken' and a 'View Details' button. 2. 'Installation-Configuration As...' with the description 'Please use this to ask for assistance for installation or configuration assistance of any device' and a 'View Details' button. 3. 'Quality Assurance Case' with the description 'Please use this to report any issues with any Sentinel experience.' and a 'View Details' button. Additionally, there is a fourth card titled 'Request an RMA' with the description 'Please use this if you have diagnosed a hardware issue and require replacement' and a 'View Details' button. The interface includes a grid icon and a hamburger menu icon in the top right corner.

3. This will provide the form to enter the case information. You will fill this out as noted below.

## Diagnose and Fix

Please use this to report issues or receive help with something that is broken

### Contact Information

<b>* Contact Name</b>	Contact Phone
<input type="text" value="Sentinel Support"/>	<input type="text" value="6307694300"/>
<b>Time Zone</b>	<b>Notification Status</b>
<input type="text" value="US/Central"/>	<input type="text" value="Enabled"/>
<b>Email Address</b>	<b>Watch List</b>
<input type="text" value="customerservice@sentinel.com"/>	<input type="text" value="Search for an Item"/>
<b>Location</b>	
<input type="text"/>	
<b>Customer Ticket Number</b>	<b>Area</b>
<input type="text"/>	<input type="text"/>
<b>* Is This Impacting Testing</b>	<b>Customer Assignment Group</b>
<input type="text" value="-- None --"/>	<input type="text" value="-- None --"/>
	<b>* Is This Affecting Multiple Users</b>
	<input type="text" value="-- None --"/>
<b>* Impact</b>	
<input type="text" value="-- None --"/>	
<b>* Urgency</b>	
<input type="text" value="-- None --"/>	

## Device Information

Search by Service Offering

Or Search by Assets

---

## Problem Details

\* Request Title

Description

## Troubleshooting

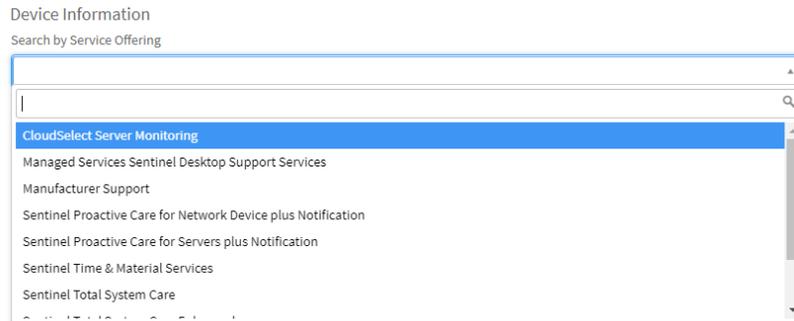
Occurred On

Troubleshooting Efforts

Recent Environment Changes

- a. Ensure that your contact name is correct.
- b. Choose the **'Location'** – This is critical for obtaining service, without this we may not be able to locate you.
- c. Answer the question, **'Is this impacting testing'** which will generally be no.
- d. Answer the question, **'Is this affecting multiple users'**.
- e. Assign the **'impact'** and **'urgency'**.

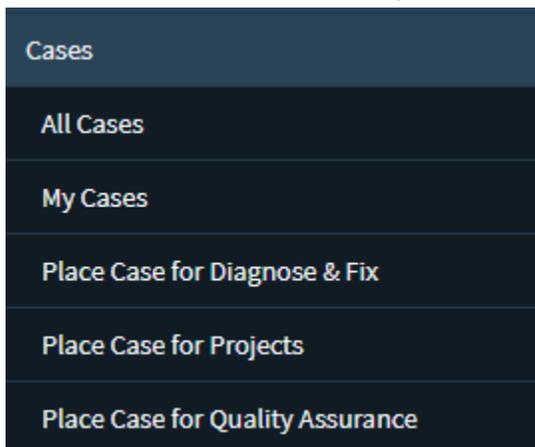
- f. Under **'device information'** you MUST choose *Managed Services Sentinel Desktop Support Services*.



- g. Enter the **'request title'** which is a shorty summary of the issue.  
h. Provide any additional information needed in the **'request description'**.  
i. If you need to add an attachment, that can be done by clicking on the paperclip at the bottom of the page.
4. Press Submit

### Viewing Your Case

1. If you want to view your case, you can choose the **'Cases | My Cases'** option on the menu to the left of the screen. This will show you a list of all cases you have opened.



2. From this view, you will see all the ticket data and work notes. Here you can add a message or attachment which will be appended to the case. You can also choose to **'close case'** if the issue

is resolved. The 'assign to me' option does not apply and should not be used.

Home > Ticket Form for Case Search

### Description details

**Description**  
Please create screenshots of the ticketing system.

I need help with entering a ticket. 

Type your message here... Send

Start

SS

Sentinel Support  
just now  
CS0099539 Created

### Case Management

Assign To Me

### Actions

Close Case

### Ticket Fields details

<b>Number</b> CS0099539	<b>Priority</b> 2 - High
<b>State</b> New	<b>Contract</b> CNTR0017413
<b>Account</b> D49 - El Paso County School District Central Office	<b>Contact</b> Sentinel Support
<b>Product</b> Sentinel Technologies Managed Services Sentinel Desktop Support Services	<b>Location</b> Banning Lewis Preparatory Academy
	<b>Updated</b> just now