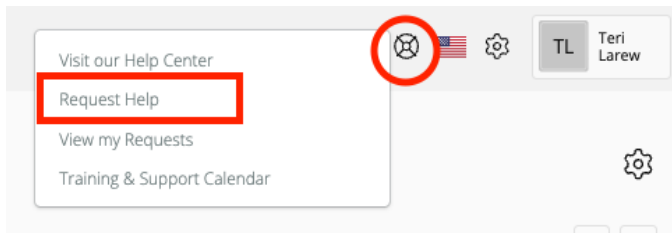


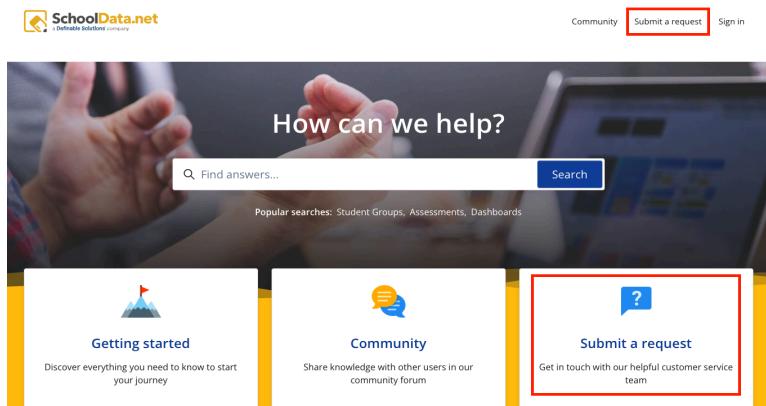
How to Create and Review Support Requests (Tickets)

Here, you will learn how to create and review support requests (tickets).

1. Start, under the **Life Preserver icon** in the top-right corner, and choose **Request Help**.



- a. Alternatively, if you are already in the knowledge base, click the **Submit a request box** or select **Submit a request** in the top right.












- b. Or simply email SchoolData directly at support@schooldata.net.

2. Fill in your **Email Address, Subject, and Description**. Please enter details that will help us serve you.

Subject*

Description*

Paragraph

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Please enter the details of your request. A member of our support staff will respond as soon as possible.

- Screenshots and additional files can be attached. Click **Add file** in the **Attachments** field, or simply drag and drop the files into the location.
- Click **Submit**.

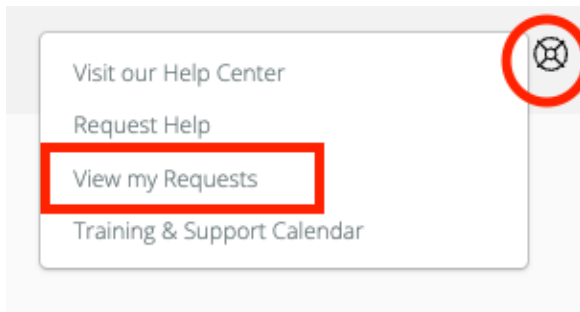
Attachments (optional)

Add file or drop files here

Submit

View Requests

- Start, under the **Life Preserver icon** in the top-right corner, and choose **View My Requests**.



- You will see two subpages or tabs to select from: **My Requests**, **Requests I'm Cc'd on**.
- Use the **Search Requests** field to filter your requests.
- You can also filter using the **Status** dropdown menu to the far right. (**Any**, **Open**, **Awaiting your reply**, **Solved**).

My requests









My requests
Requests I'm CC'd on

Status:

- ✓ Any
- Open
- Awaiting your reply
- Solved

Subject	Id	Created	Last activity

- Click the **Subject** to view the request and its associated communications.
 - Reply to a conversation (Open or Awaiting a Reply) by scrolling to the bottom of the request.

Paragraph ▾ B I   ▾     99  

[Add file](#) or drop files here

Submit

- b. If solved, you may click **Create a follow-up** at the bottom of the communications if needed.

This request is closed for comments. You can [create a follow-up](#).