How to Get Started With Reynolds IT Support Ticket System

1. To enter a trouble ticket open your web browser. (IE, Firefox, Safari, Chrome)
2. Enter the URL address: **support.rsd7.net**
3. You will be prompted to login. Use your computer login and password.
4. Check the box next to remember my credentials, next time you to go support.rsd7.net it should log you in automatically.
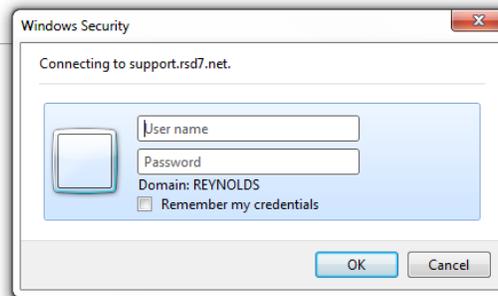
5. Enter in: your name, phone number, district email address, room number, subject, description, attach a screen shot if needed, choose the type of problem, your location and barcode number
6. Click **Submit**
7. Your ticket will be submitted, and you should receive an email confirmation.
8. You will also be taken to a comments page to add to your ticket if needed.
9. To view any tickets you've already submitted, click on "My Tickets"
10. When you are done, you click on 'sign out' in the top right corner.