Technology Support Services
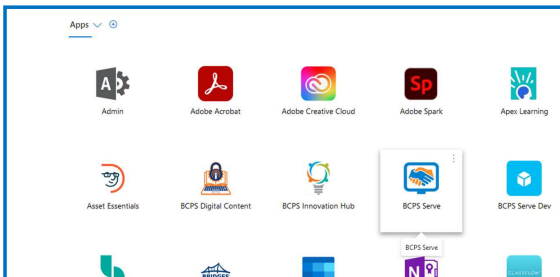*your one stop source for information*

TEAM BCPS

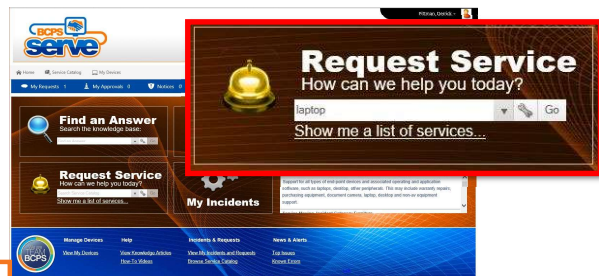## BCPS Serve
Creating a Service Ticket

Step 1: Login

a. Log in to the All Apps Portal (BCPS Links in the Chrome browser).
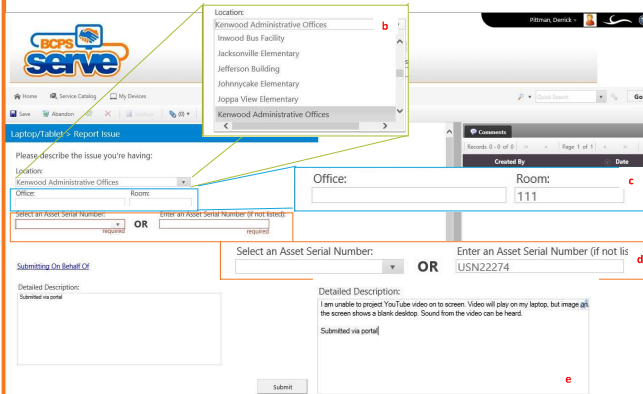
b. Click the BCPS Serve link.

Step 2: BCPS Serve Portal

a. On the BCPS Serve Portal, type keywords into the 'Request Service' search window. Some suggested keywords include, laptop, printing, BCPS One, and projector.


### Step 3: Submitting a Request

a. On the new screen that appears, enter details about request or incident.

b. Click the Location dropdown to choose the location where you are working, unless this information is already correct. [b]

c. Enter the Office name or Room number, so our technicians know where to find you in the building. [c]

d. Select your device Asset Serial Number from the drop down or enter it, if not listed. *note - All boxes outlined in red must be completed before you can submit a ticket. [d]

e. In the Detailed description box, enter as much information as you can about your request or incident. (e.g., error messages, Make/Model of a printer or projector, days you are at a location, etc.) [e]

f. When finished entering information, click on the submit button. A new window will appear with your Request ID number. You can click OK to return to the BCPS Serve Portal. Within a few minutes, you will also receive an email with this information.
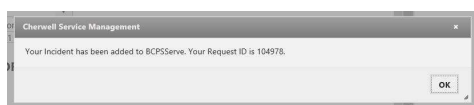
b. Select the appropriate Category in the 'User Device Support' Service.
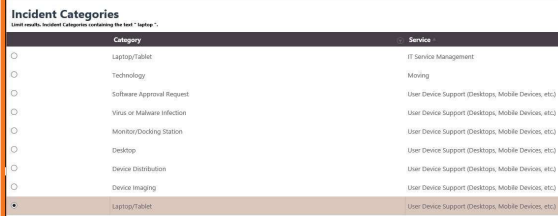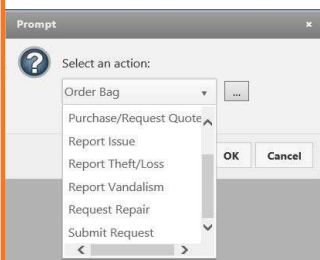

c. Then click 'Submit a support request'.

d. Click the dropdown and select an action at the prompt window. (e.g., Report Issue)

Additional Information:

♦ The All Apps Portal can be found under the BCPS Links in the Chrome browser.

♦ For additional support, contact the TSS Helpdesk Monday thru Friday between 7am and 4:15pm at 443-809-4672.