Submitting a Help Desk Ticket

John Marshall’s ITS Help Desk provides basic technical support for the school’s network, Wi-Fi, printer/copier/scanners, and computers connected to the network. The Help Desk is in room 733 on the 7th floor of the State Street building, accessible via the main State Street building elevators or the 6th floor stairs just outside the library. Call us at 312/427-2737 x550, email us at helpdesk@jmls.edu, or submit a Help Desk request as follows:

1. Open your preferred web browser and navigate to www.jmls.edu.

2. Once the page has fully loaded, click on ITS in the top right-hand corner.

3. On the ITS home page, click on the Help Desk icon.

4. Log in when prompted with your JMLS username and password.
5. After successfully logging in, click on **Submit a Ticket** on the left-hand side.

6. From the Submit a Ticket window, select **Issue**.

7. **Fill in the information** about your issue and include a **phone number** where you can be reached. Please attach any **screenshots** that would assist in a speedy diagnosis. Click **OK**.

8. Once you have submitted a Help Desk ticket, you can view the status by selecting **My Tickets and Requests**.

Questions?

Please contact the ITS Help Desk via the **Help Desk Portal** at [helpdesk.jmls.edu](http://helpdesk.jmls.edu), by phone at 312/427-2737 x550, or by email at helpdesk@jmls.edu. Or visit us in Room 733, 7th floor, State Street building.