How to create a service ticket with Datapath

This is a guide on how to create a service ticket with Datapath using our ticketing system.

When you send an email to support@mydatapath.com; two things happen.

1. A ticket automatically gets generated in our ticketing system. Our ticketing system then fills in all the information with your contact information, company name, and more.

2. The ticket then gets placed into the technician's queue. A technician will reach out to you letting you know they received your request and will coordinate with you.

One of the reasons sending the email to support and creating a ticket is important is because this allows the technician to be more organized, saves time, and it also allows the tech to make scheduling arrangements to make ensure there is enough manpower and time to get the task done.

How to write the email –

- Please be as descriptive as possible when describing your technical issue. Being over descriptive about the issue is better than not being descriptive at all. The more information we have about your problem, the quicker we can find a resolution.

- **In the subject line** –
    - ✓ Include your site acronym, followed by the issue you are having. A list of site acronyms is located at the very bottom of this document. Please do not just write "Help", "Problem", or "Ticket"; try to be descriptive in the subject as well since it is the first thing we read.

- **In the body of the email** –
    - ✓ Include what site you are located and room you are in. Include your name and email address. The system will not always automatically fill in this information so please include it in your email as well. Include the steps you have taken so far to troubleshoot the issue, if any.

<center>** NOTES **</center>

When sending a reply to the same issue, make sure not to include the support@mydatapath.com email address in the reply as it will create another ticket automatically.

Also, even if the technician is already at your site, please still send an email to create a service ticket.

If you are unable to send in an email due to Internet or email issues, please reach out to an admin or the secretary and ask them to open a service ticket on your behalf.

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This is an example of an email **without the proper information** –
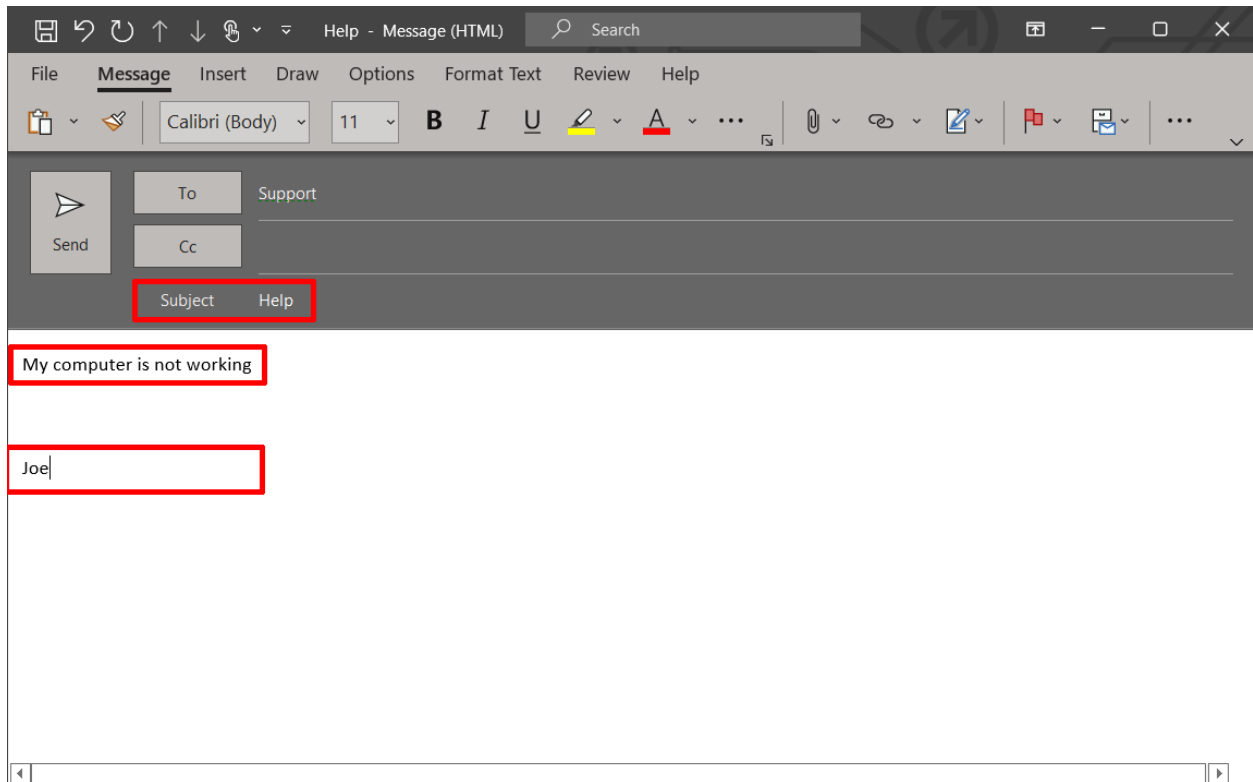
This is an example of an email **with good information** –
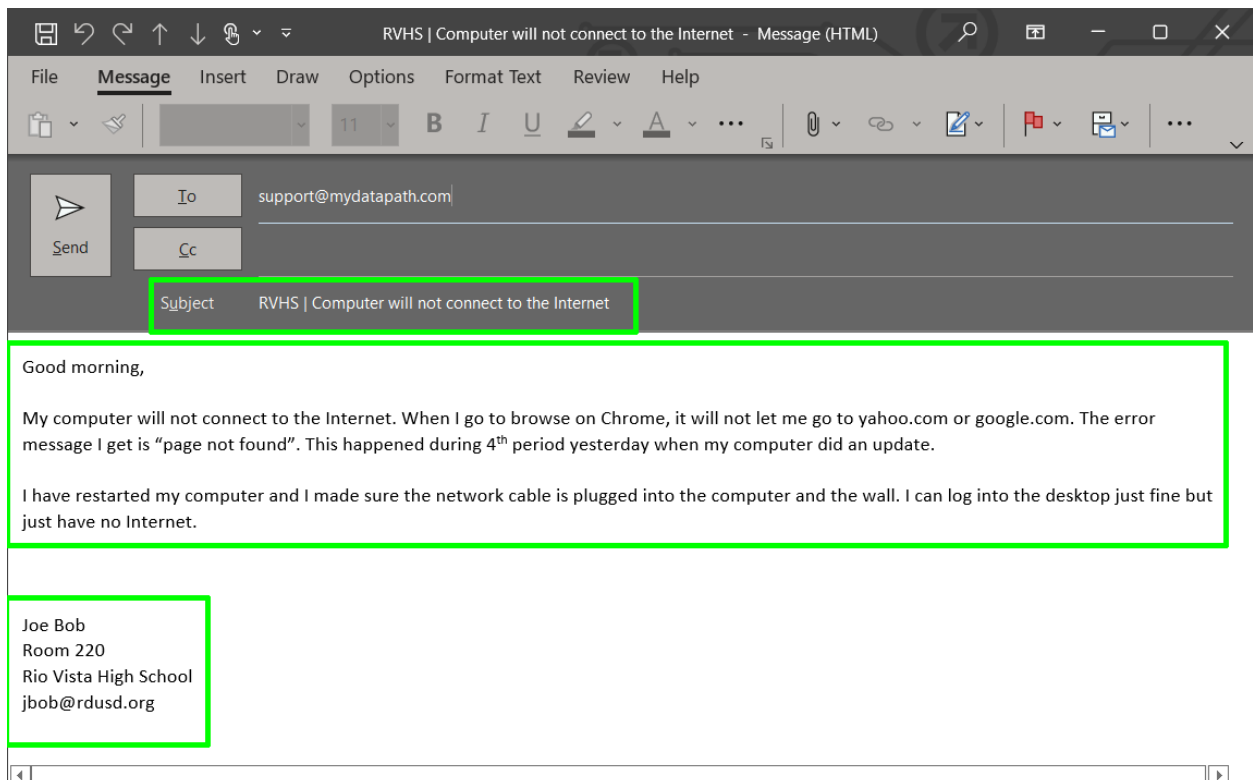
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Site Acronyms –

DO	District Office
RVHS	Rio Vista High School
RMS	Riverview Elementary
DHW	DH White Elementary
IES	Isleton Elementary
WGE	Walnut Grove Elementary
BES	Bates Elementary
DHS/CMS	Delta High School / Clarksburg Elementary

Datapath technician weekly on-site schedule –

Monday – All Day	District Office
Tuesday – Morning	DH White Elementary
Tuesday – Afternoon	Isleton Elementary
Wednesday – Morning	Riverview Middle School
Wednesday – Afternoon	Rio Vista High School
Thursday – All Day	Delta High School & Clarksburg Middle School
Friday – Morning	Bates Elementary
Friday – Afternoon	Walnut Grove Elementary

** NOTES **

This schedule will allow the technician to better service the district on a weekly basis. Keep in mind this is not a hard schedule and can be subject to change with district office admin requests and emergencies impacting sites.