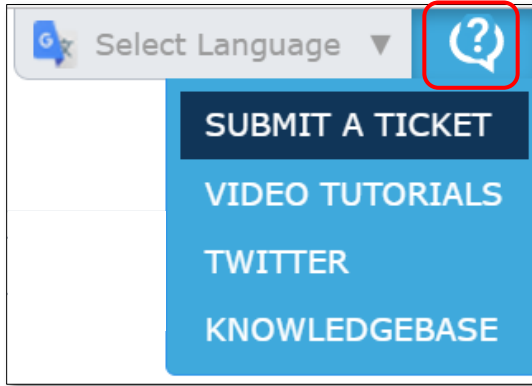


School-Day 2.0 – Submitting A Support Ticket

With School-Day’s new and improved ticketing system, Board Administrators, School Administrators Teachers and Parents logged into School-Day can submit a ticket using our new form, interact with a Support Team representative by email and track tickets.

Submit a Ticket

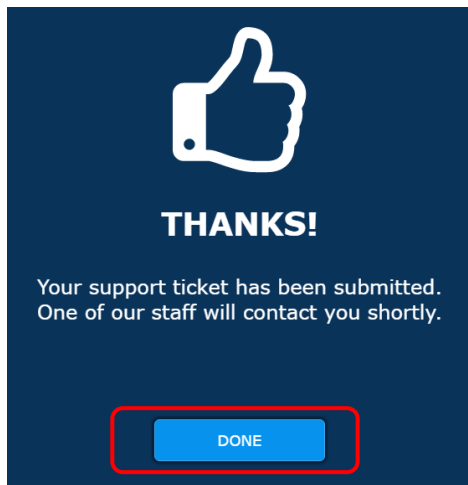
1. Log into School-Day.
2. Click on the **Support Icon** found at the top right hand side of any School-Day web page.
3. From the drop-down, select **Submit A Ticket**.



4. Choose a **Category** from the drop-down menu.
5. Add a detailed **Description** of the problem you are experiencing.
6. Click on **Submit Ticket**.

A screenshot of the 'SUBMIT A SUPPORT TICKET' form. The form has a title 'SUBMIT A SUPPORT TICKET' and a close button (X) in the top right corner. Below the title is a paragraph of text: 'Before submitting your ticket, please note School-Day oversees technical support only, and does not manage content or orders for schools. If you think content is missing, or if you have questions about a specific posting or order you've placed, please contact your school directly.' This is followed by another paragraph: 'In order to help us address your problem quickly please be as specific as possible in your description. If the problem revolves around a specific item within School Day (event, product, student etc) please do your best to explain the issue you are having with that item.' Below this is the text 'Thanks! School-Day Support'. The form contains two main input fields: a 'Category' dropdown menu with 'Choose here' selected, and a 'Description' text area. Both fields are highlighted with red boxes. At the bottom of the form is a blue 'SUBMIT TICKET' button, also highlighted with a red box.

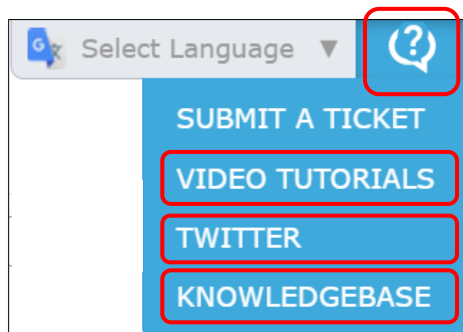
7. A message will appear indicating your support ticket has been submitted. Click **Done** to resume using School-Day.



8. One of our Service Representatives will email you directly at which time you can respond by email and track your communications.
9. Please note:
 - a. If you have forgotten your password, instructions can be found in our Knowledgebase – [How do I reset my lost password.](#)
 - b. Users unable to log into School-Day can contact us at 1.855.253.1731, or email us at support.ticket@school-day.com.

Video Tutorials, Twitter and Knowledgebase

As part of our new and improved support model, users logged into School-Day can now access our Topical Videos, Twitter Feed and Knowledgebase from the Support Icon found on the top right hand side of any School-Day web page.



Support

If you require assistance after reviewing this information sheet, please contact School-Day at 1.855.253.1731 or submit a support ticket using our new feature.