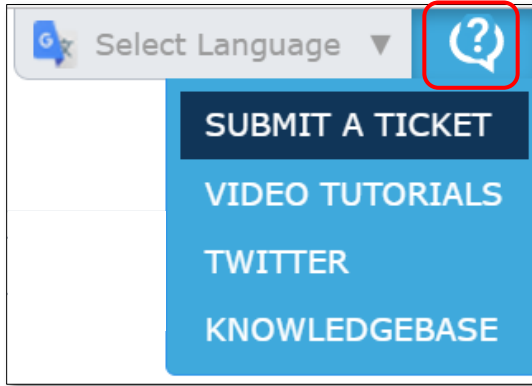# School-Day 2.0 – Submitting A Support Ticket

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.
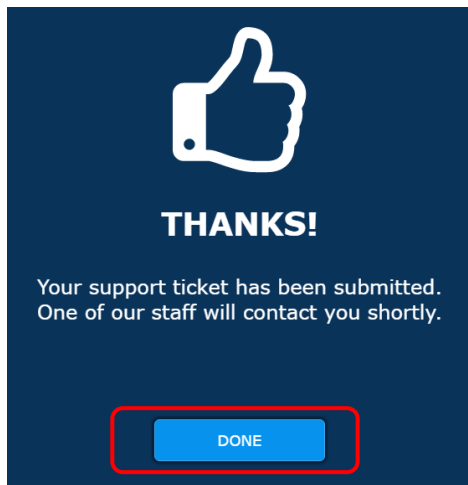
Submit a Ticket

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.
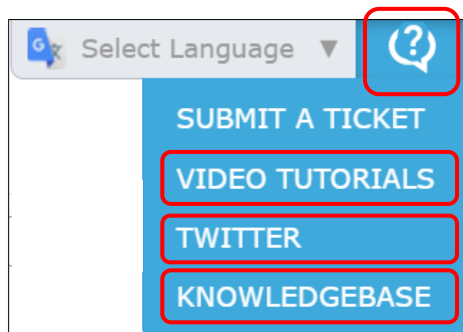6. Click on **Submit Ticket**.

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.