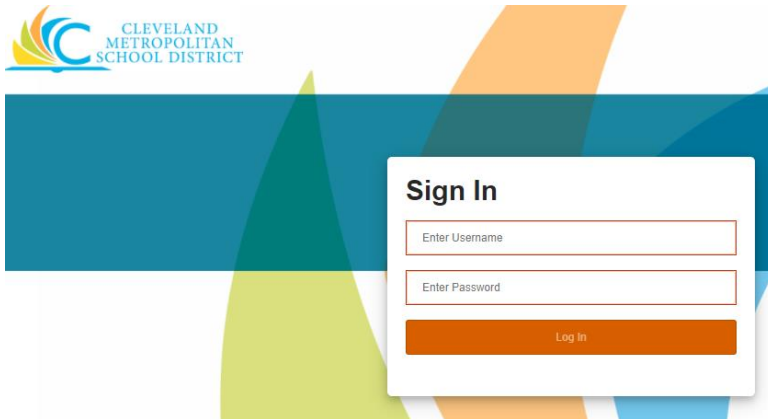


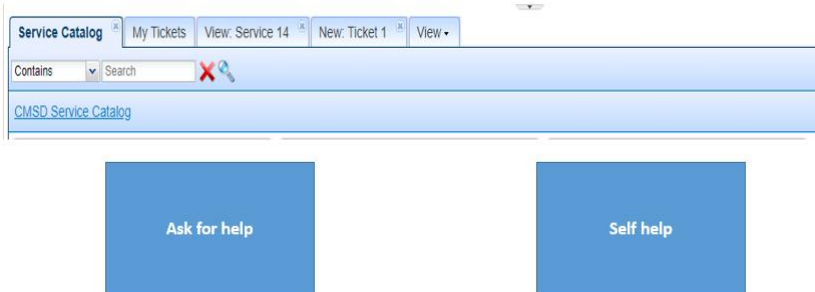


Documentation for Families and Students to submit service requests:

- Add service delivery links to the Clever Portal/Student tab on CMSD district website/and from the Technology Toolkit website: TechnologyToolKit@clevelandmetroschools.org
- Student will use their CMSD email credentials: Firstname.Lastname@cmsdk12.org and use their district password F12345ff



- Once logged in students will select between Ask for Help or Self Help:



- Once logged in students will see a pull down menu logging into Ask for Help with list of requests they can submit for repairs.
- If a student selects Self Help a list of documents will be loaded to answer Frequently Asked Questions
- Once the ticket is submitted it will be serviced by the Service Desk team for support or sent to the correct IT Service team for support or to the Schoology 24x7 support portal