



How to see all IT Requests

2023-11-13 - Lewis Ding - Comments (0) - General News

Did you know that you can view all the IT requests that staff have logged?

Follow the steps below to keep track of open tickets, in-progress tickets, and resolved tickets for your school(s) or trust:

1. Go to the JC Customer portal using the provided link: JC Computer Technologies Ltd (deskpro.com).
2. Log in using your username (usually your email address) and chosen password. If you've forgotten your password, don't worry; contact our office at 01603 810343, and we'll reset it for you.
3. Once logged in, click on your initials at the top right of the page.
4. Under 'My Tickets,' you will see your school's name with a building icon. If you click on your school, you can view all of your tickets and even ask a question or reply to a ticket!