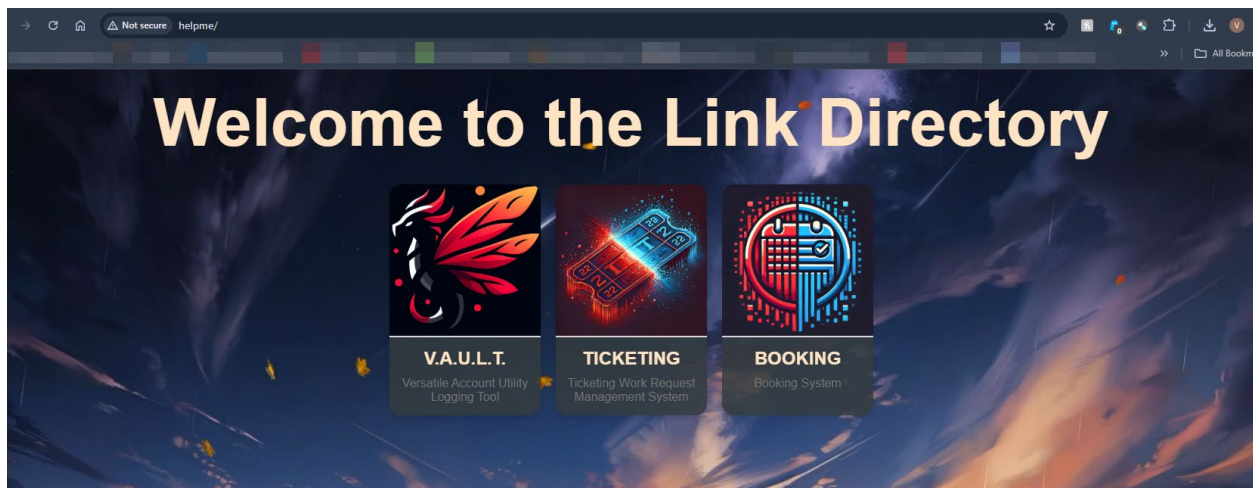
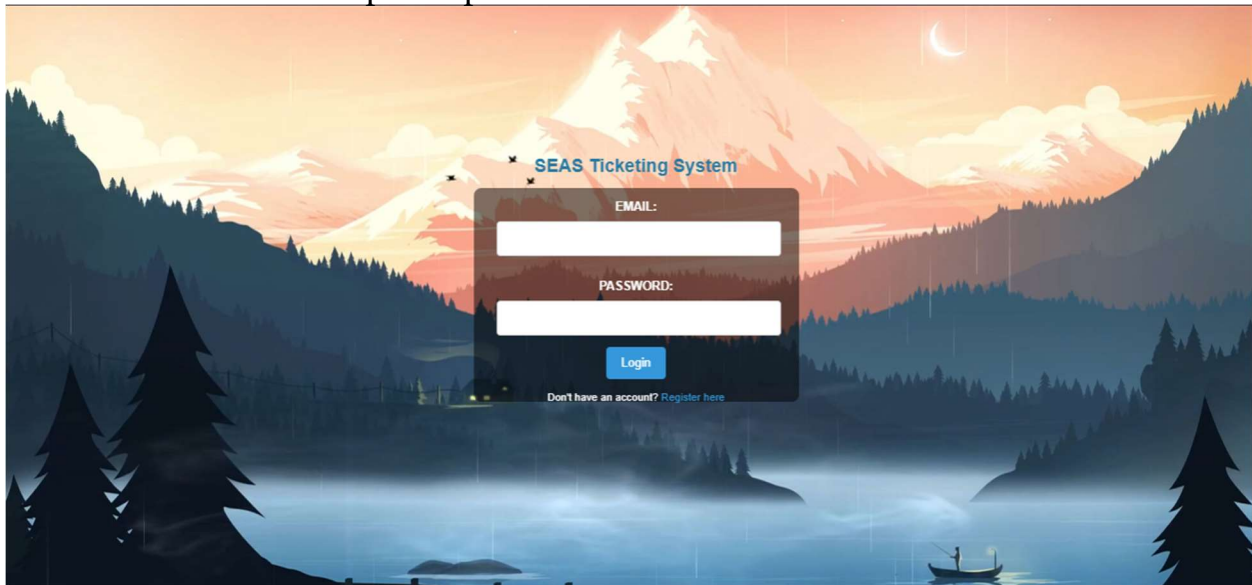


Accessing the SEAS Ticketing System

<http://helpme/>

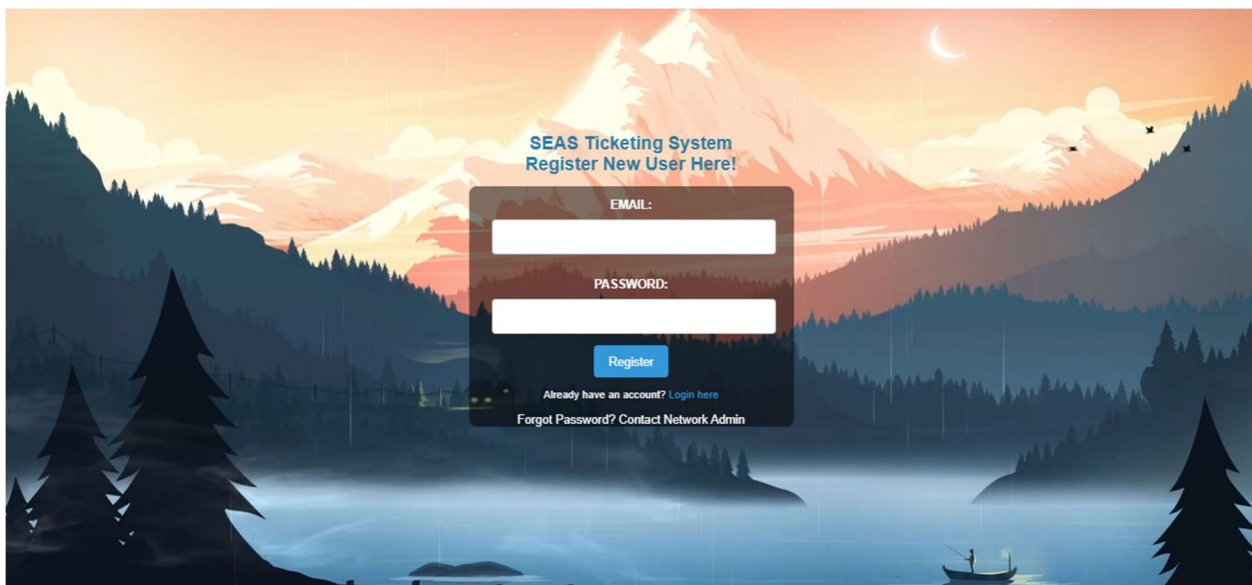


Login: Goto: <http://helpme/>



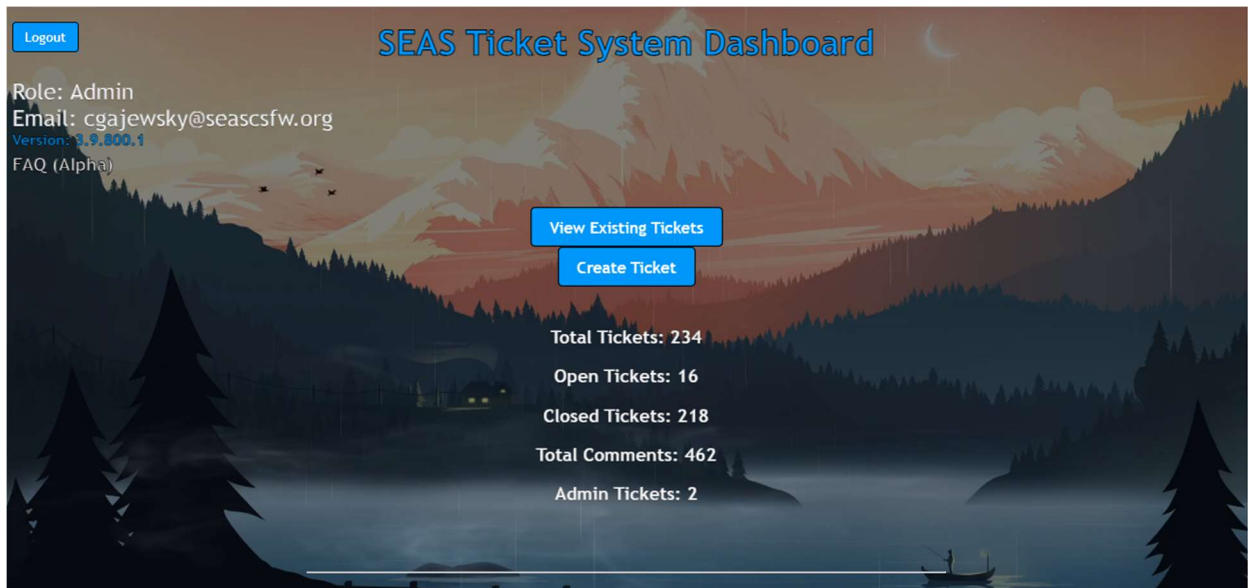
In this screen, the user can login if they have an account registered, if you do not have an account, please follow the next step.

Optional: Registration



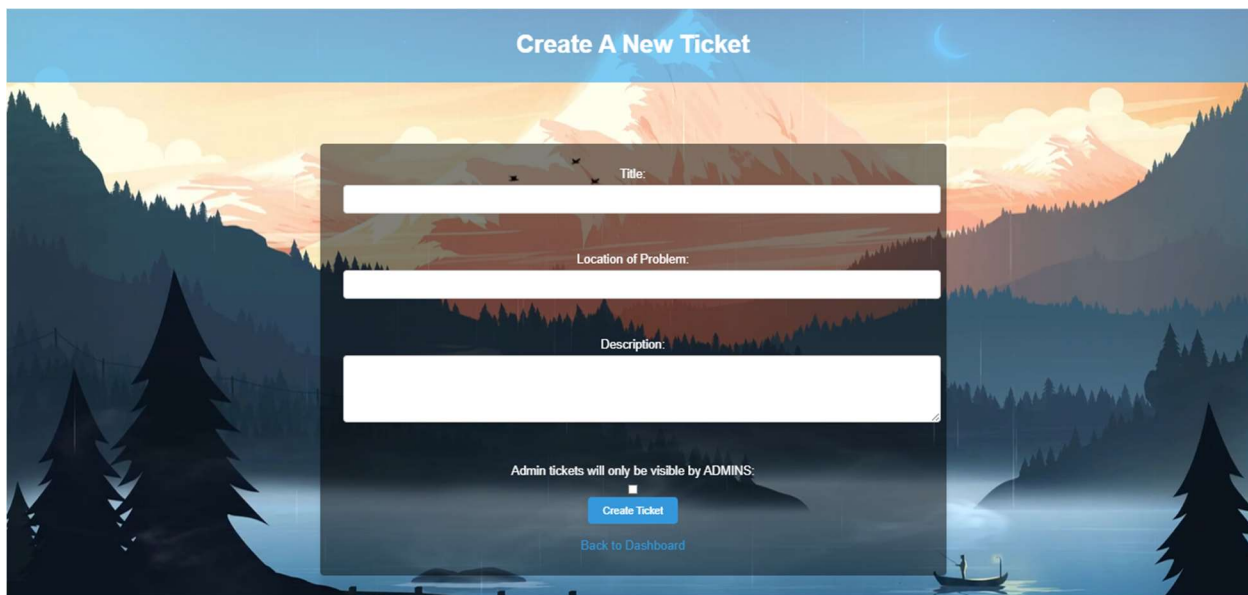
If you do not have an account registered, you can register with your Saint Elizabeth Ann Seton email and password.

Dashboard:



The dashboard is where the user will be able to create a ticket or view the existing tickets.

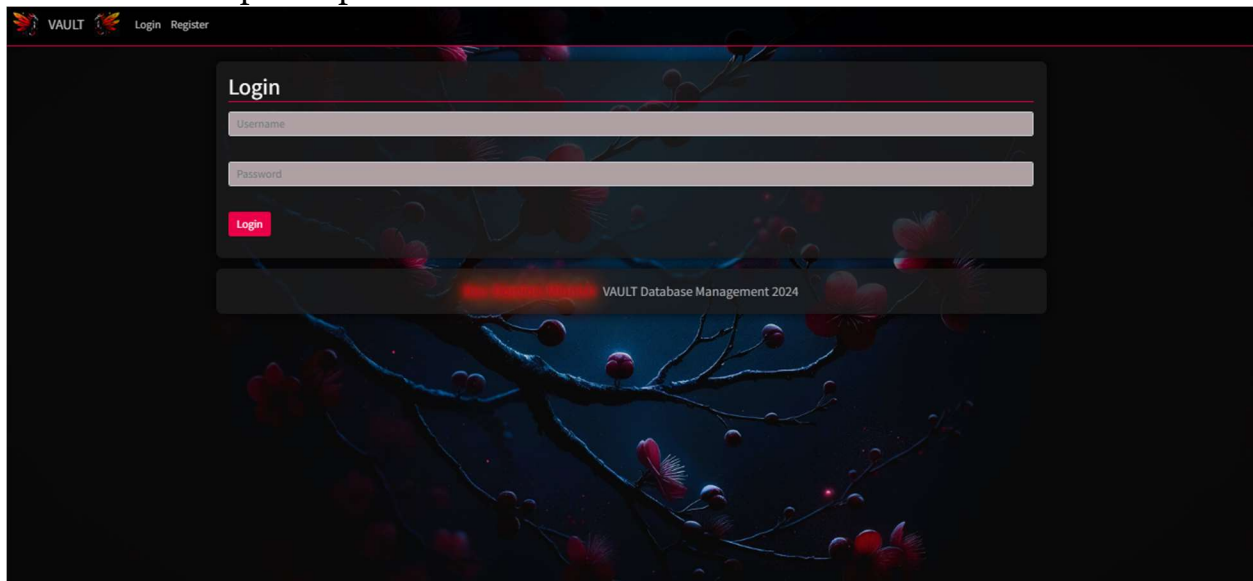
Creating a Ticket:



When you click the create ticket, it will go to this screen where you can type in the topic of the ticket, the location, and a description of the issue. Click create ticket and the ticket will be created.

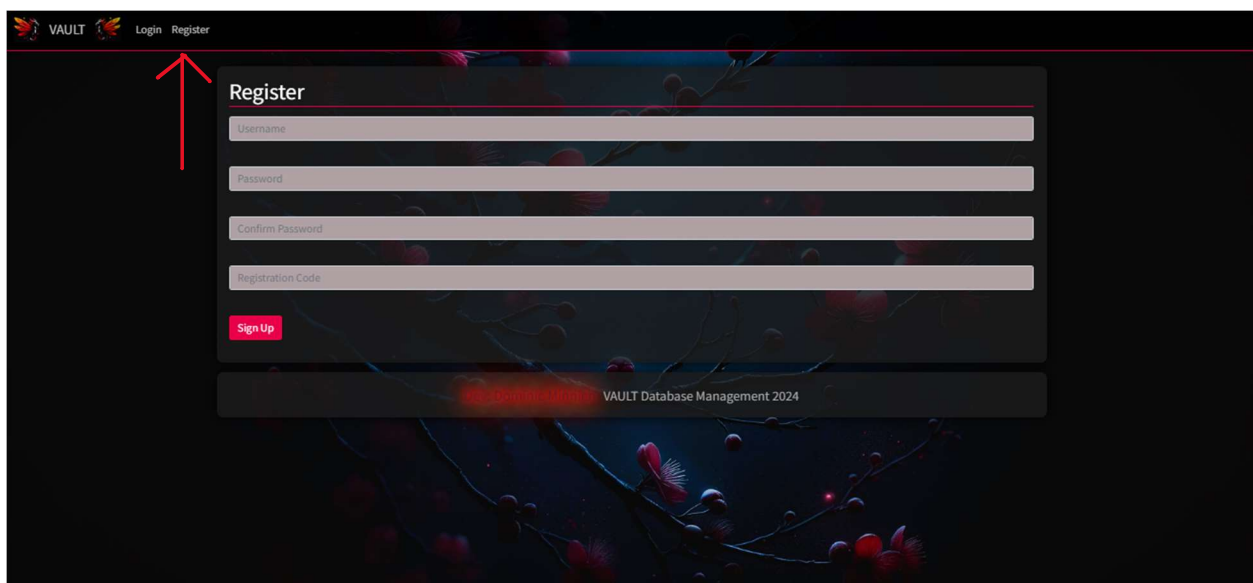
Please only click the create ticket button once

Login: <http://helpme/>



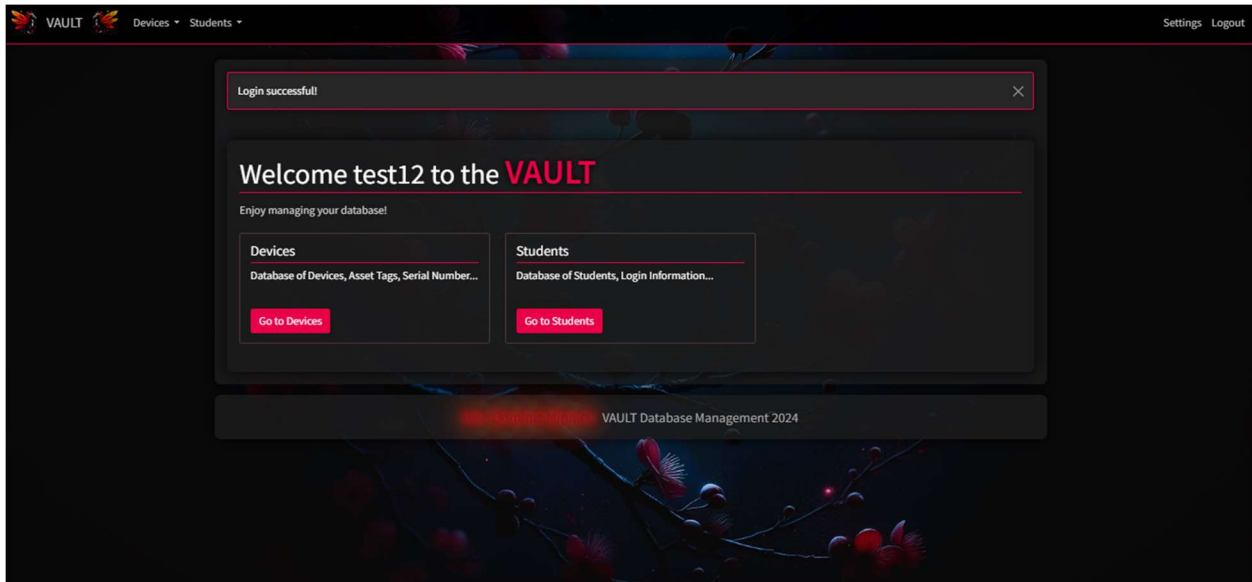
In this screen, the user can login if they have an account registered, if you do not have an account, please follow the next step.

Optional: Registration



If you do not have an account registered, click on the register button in the top left corner. It will bring you to this screen where you can create an account using your Saint Elizabeth Ann Seton email and password. The registration code will be provided in the email as well.

Dashboard:



On the dashboard, you will be able to view devices or students technology information, such as usernames and passwords that will be synonomously updated.

Devices:

VAULT Devices Students Settings Logout

Device Management

Search devices...

Type Filter by status Search and Sort

Type	Asset Number	Serial Number	Assigned User	Status	Actions
Chromebook	2022	5CD420C6B1	NAV	Available	View QR
Chromebook	2023	5CD420DM11	NAV	Available	View QR
Chromebook	2024	5CD420C3XX	NAV	Available	View QR
Chromebook	2025	5CD420C3T5	NAV	Available	View QR
Chromebook	2026	5CD420C3QL	NAV	Available	View QR
Chromebook	2027	5CD420DM6P	NAV	Available	View QR
Chromebook	2028	5CD420C99K	NAV	Available	View QR
Chromebook	2029	5CD420C2WX	NAV	Available	View QR
Chromebook	2030	5CD420DMDB	Theresa	Available	View QR
Chromebook	2031	5CD420DMGR	NAV	Available	View QR
Chromebook	2032	5CD420C6SZ	NAV	Available	View QR

In the devices tab, you can view the computer and its serial number, manufacturer, and asset number.

Students:

VAULT Devices ▾ Students ▾ Settings Logou

Student Management

Search Students...

Search

Graduation Year:

2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044

First Name	Last Name	Laptop Username	Laptop Password	Microsoft Email	Asset Number	Actions
Abigail	Westrick	NA	Secret29	awestrick@seascsfw.org	1836	View
Abigail	Emerick	NA	Turtle59	aemerick@seascsfw.org	342	View
Abigail	Garber	NA	Pencil19	agarber@seascsfw.org	135	View
Abigail	Mrugala	NA	Family28	amrugala@seascsfw.org	1862	View
Abram	Knoth	NA	Square78	aknoth@seascsfw.org	201365	View
Adalyn	Schumacher	NA	Proverbs3:6	aschumacher@seascsfw.org	1952	View
Adalynn	Medina Cardona	NA	Square85	amedina@seascsfw.org	201369	View
Adam	Pepple	NA	Faith228	aeppele2@seascsfw.org	2232	View
Adam	Middleton	NA	Caring50	amiddleton@seascsfw.org	287	View
Addison	Brown	NA	Matthew11:28	abrown@seascsfw.org	484	View

The students tab allows you access the students username and password, email address, asset number of the computer, and all their login information for websites frequently used. You can search for students in different ways, one way is by typing in their first or last name, another way is by typing in their email address, another option is their asset tag on the bottom of their computer. The final way to filter through students is to click on the graduation year, which will bring up all of the students in that graduation year.