Fraser Help Desk
How to Submit a Ticket

The Fraser Public Schools Technology team has made it easier to request help with technology problems. The Fraser Help Desk was designed to make submitting a ticket simple and easy.

1. Go to **myFPS** and under the staff section, click on **Fraser Help Desk**
2. The login box will open. Type in your username – this will be your first name dot your last name with no spaces. For example: Mary.Smith – Type in the password you use for your Fraser email.
3. Click on the login button.
4. The Help box will open
5. Click on the arrow in the *Request type box* and choose the type of request
6. Next fill in *Request Details*
7. Click on the arrow in the *Location Box* and choose your building or department
8. Fill in the *Room Box*
9. Choose a *Priority*
10. After you have made sure all your information is correct and complete, click on the save button – that's it you have submitted your support ticket!

The Technology Support team is helping everyone in the district and will respond to your request as soon as possible.