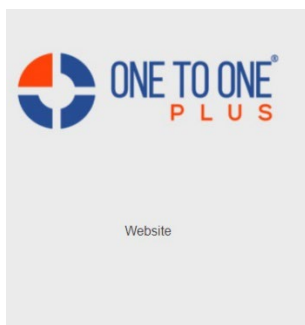


Sign into 1 to 1 Plus

https://1to1plus.com/login/ChappaquaCentral_NY



Sign into Chappaqua Central School District

Sign in with Microsoft

Username
|

Password

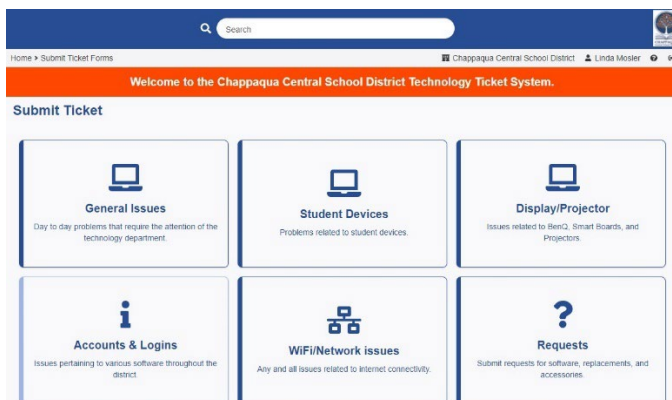
Sign in

Click and **Sign in with your Microsoft login**

Microsoft

Sign in

Email, phone, or Skype



Ticket Dashboard

Click to choose your request area:

- General Issues
- Student Devices
- Display/Projector
- Accounts & Logins
- WiFi/Network Issues
- Requests: software, replacements & accessories

Fill in the Form and Save

1 to 1 will contact the appropriate technician to address your concerns

This is an example of the “Accounts & Logins” template. Fill in the required information and depending on the “Type”, the ticket will be automatically routed to the correct person. Any field marked with asterisk must be filled out. This form can be used for Outlook, Canvas, Google, Classlink, IC, etc.

Accounts & Logins
Issues pertaining to various software throughout the district.

What is the issue or request? Please do not submit any passwords through this form. Description of the issue? (Please do not include passwords in this form) *
I can't login to Google, I forgot my password.

What is being affected? Type Categories *
X Software & Services
Types *
X Google

What user is this request related to? Related User
Joy Guido (jguido@chappaquaschools.org, EC)

Additional Information Files
Click to choose files or drag here

Save

Please use the “Requests” template for non-urgent matters. Such as replacements, moving of equipment, new equipment, etc:

Requests
Submit requests for software, replacements, and accessories.

Please describe what you need, and why. What is this request for? (Printers, cables, headphones, chargers, installations, etc.) *
I need a new dock for my classroom, the current one is frayed and only works sometimes.

Related User *
Joy Guido (jguido@chappaquaschools.org, EC)

Location Information Site *
EC
Room Number (Or location if not applicable) *
Conference Room

Save

In the event your issue doesn't fall into the provided categories, please utilize the "General Issues" template. Based on your location, 1 to 1 will alert the proper technicians, as well as the Lab Aides.



General Issues

Day to day problems that require the attention of the technology department.

i What is the issue or request?

Description

This is an example of a Helpdesk ticket. My computer isn't charging, and keeps logging me out upon login.

🖥️ What is being affected?

Asset Tag Number (Optional, typically on the bottom of your device)

27568 (Workstation, MacBook Pro (13-inch, M1, 2020))

📍 Where is this occurring?

Site *

HG

Where are you located? *

Main office

📎 Attach an optional file

Files



Click to choose files or drag here

✓ Save