Operations Hero: Instructions to Submit Technology Requests

- 1. Go to **Operations Hero** <u>https://hq.operationshero.com/</u>
- 2. Click on the "Sign in with Google" option



- 3. Sign in with your Plainville email address. Note: You may be prompted to enter a 2Factor Authentication (2FA)/Multi Factor Authentication (MFA) (i.e. password and/or code) to keep your account secured.
- 4. Click Create. On the drop down menu, select New Request

Create ~	6	00 0%	Q	PLAINVILLE PUBLIC SCHOOLS	G
New Request					
New Event					

5. On the New Request screen, under workflow, select IT: Technology (Technology Help Desk Tickets)

New Request

Workflow	
IT: Technology	
Technology Help Desk Tickets	

6. Fill out the required fields (Category, Location, Description, and Room Number) on the form

Requester		Category			
G Gerber Daisy	•	IT:CB	Chromebook		× ×
Location					
🗄 AW Jackson School					~
Description/Summary					
Student <u>chrometook</u> PPS51055 does not turn on					
Room Number					
A111					

7. You may attach images (JPG), PDFs, and Word documents (DOCX) to this form when submitting your tech request. Note: This is optional.

Upload Attachments					
	Đ	Drag and drop here or Select Files You can add images, pdfs, or docx			
Cancel			Save Request		

- 8. Once you have completed the form, click the Save Request button
- 9. Once submitted, you will receive an email from <u>no-reply@operationshero.com</u> confirming that your request has been received, followed by another notification when the request has been completed.
- 10. You may view the status of your submitted requests by clicking on the **Requests** tab at the top menu.