

## OVERVIEW

Create an Incident via the **SupportHub** to report and request assistance with an issue you are having.

Click on **SupportHub**

Locate and click on the **Technical Assistance** icon.

Verify auto populated fields and complete remaining required fields marked by an asterisk (\*).

Add any additional comments and/or attachments. Once all required field are completed, **click Submit**.



**SupportHub**  
Enriching Technology Support Services

SupportHub is the tool for all your technology support needs. Fort Worth ISD staff can submit a technology service request ticket, or get help common technology questions. Future enhancements will include requests for purchase of technology equipment. SupportHub also features a virtual support agent and help desk chat in a mobile-friendly environment. SupportHub replaces Footprints for technology support tickets. Visit <https://supporthub.fwisd.org> today!

**SupportHub Opens June 26, 2023!**

Submit any new Technology Service Request tickets to SupportHub starting June 12 at <https://supporthub.fwisd.org/esc>. Footprints will no longer accept new technology support tickets when SupportHub opens.

Do Your Best Work!  
HELP DESK CHAT | VIRTUAL SUPPORT AGENT | MOBILE-FRIENDLY ACCESS

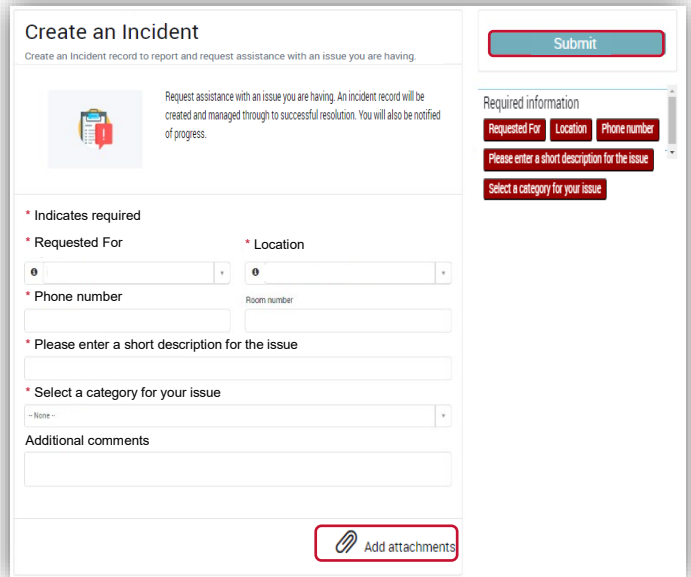
Frequently Asked Questions

**How do I access SupportHub?**  
To access SupportHub go to <https://supporthub.fwisd.org/esc>.

**How to Submit a Technology Service Request in SupportHub**

Need Technical Assistance?  
[Click here to submit a Technology Support Request](#)

817-814-4357  
Customer Service Helpdesk Support Hours  
Monday - Thursday 7:00 am - 6:00 pm  
Friday - 7:00 am - 5:00 pm



**Create an Incident**  
Create an Incident record to report and request assistance with an issue you are having.

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

Required information  
Requested For \* Location \*  
Please enter a short description for the issue \*  
Select a category for your issue \*

\* Indicates required

\* Requested For \* Location

\* Phone number Room number

\* Please enter a short description for the issue

\* Select a category for your issue  
-None-

Additional comments

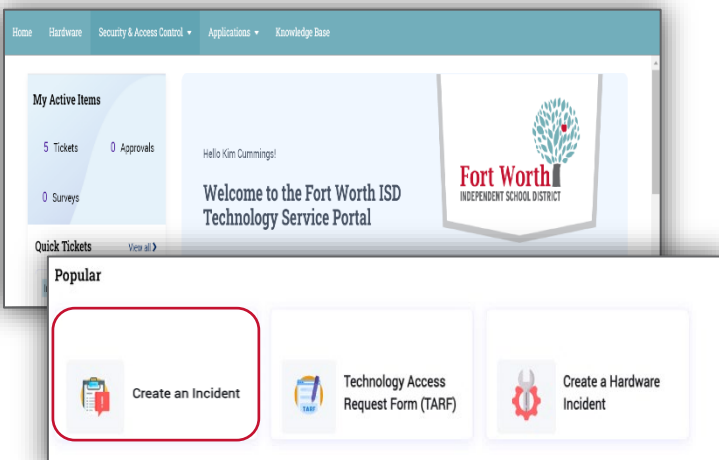
Add attachments

Once the ticket is submitted, the screen will display the **incident number**, documents attached and the history of the incident.

A copy of the incident will be sent to via email.

The Technology Service Portal opens.

Click on **Create an Incident**.



Home Hardware Security & Access Control Applications Knowledge Base

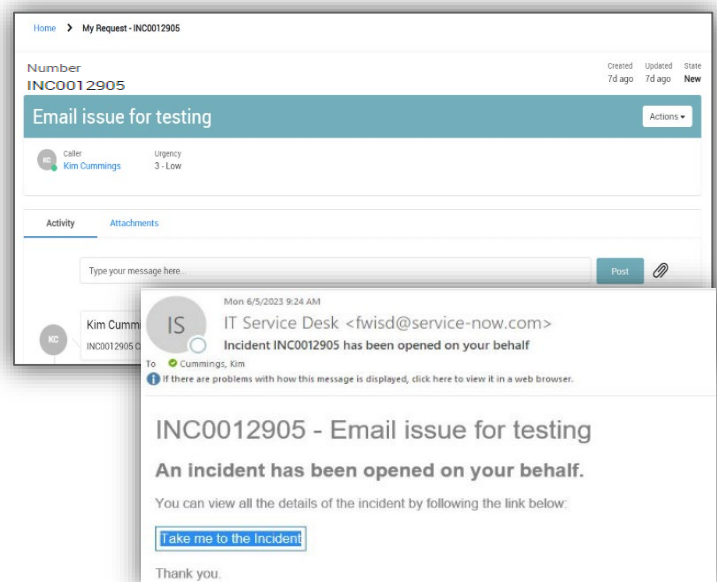
My Active Items  
5 Tickets 0 Approvals  
0 Surveys

Hello Kim Cummings!  
Welcome to the Fort Worth ISD Technology Service Portal

Quick Tickets View all

Popular

Create an Incident | Technology Access Request Form (TARF) | Create a Hardware Incident



Home > My Request - INC0012905

Number  
**INC0012905** Created 7d ago Updated 7d ago State New

Email issue for testing Actions

Caller Kim Cummings Urgency 3 - Low

Activity Attachments

Type your message here Post

Mon 6/5/2023 9:24 AM  
IT Service Desk <fwisd@service-now.com>  
Incident INC0012905 has been opened on your behalf  
To: Cummings, Kim  
If there are problems with how this message is displayed, click here to view it in a web browser.

**INC0012905 - Email issue for testing**  
**An incident has been opened on your behalf.**  
You can view all the details of the incident by following the link below:  
[Take me to the Incident!](#)  
Thank you.