

# Class 1:1: How to Enter a Ticket for Chromebook Hardware Support

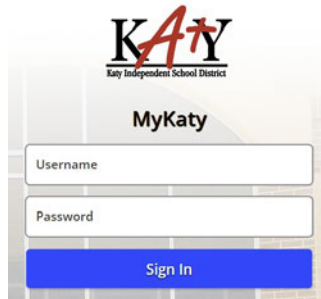
**Audience:** All Katy ISD Families (Parent/Guardians & Students)

**Summary:** Support article detailing how to put in a ticket for Chromebook hardware problems in One-to-One Plus

If you are having hardware issues with your assigned Chromebook, please follow these directions to enter a support ticket. This may include a cracked screen, broken keyboard, power adapter, protective case, lost or stolen device, and other hardware problems.

Students are able to log into the Chromebook Hardware Support (Class 1:1) application with their credentials. Parents/Guardians do not have access.

1. Log in to MyKaty using your District ID and Password.

The image shows the MyKaty login interface. At the top is the Katy Independent School District logo. Below it is the text "MyKaty". There are two input fields: "Username" and "Password". A blue "Sign In" button is located at the bottom of the form.

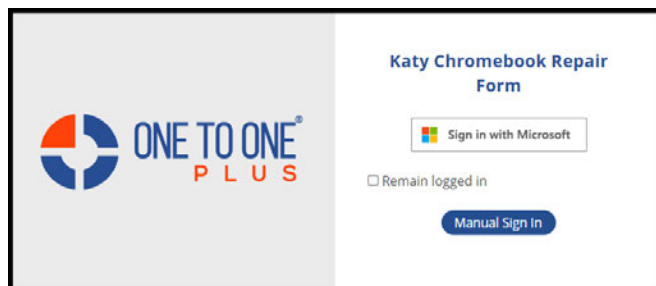
2. Locate and select the Chromebook Hardware Support icon.

If you access Student Tech Support first, there are links in the application that will direct you over to Chromebook Hardware Support.



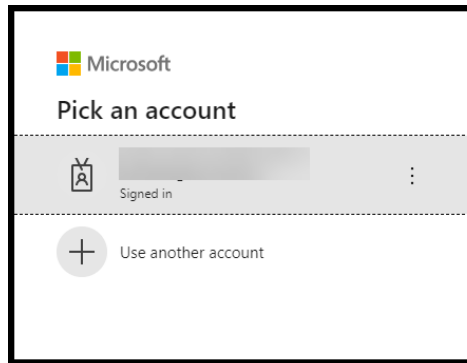
3. When using MyKaty Cloud, a new tab will open and the automatic login process will begin. This screen will flash.

If the system doesn't automatically select Sign In with Microsoft, click the button.

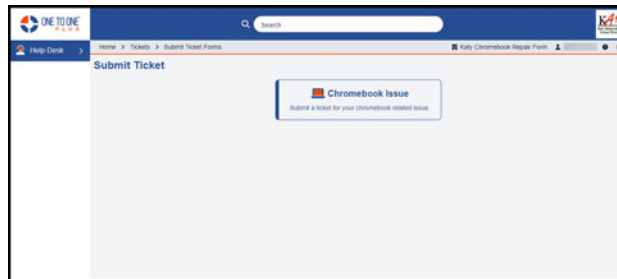
The image shows the "Katy Chromebook Repair Form" interface. On the left is the "ONE TO ONE PLUS" logo. On the right, the title "Katy Chromebook Repair Form" is displayed. Below the title is a "Sign in with Microsoft" button. There is a checkbox labeled "Remain logged in" and a blue "Manual Sign In" button at the bottom.

- The Microsoft login page will open. Choose your Katy ISD account if prompted to select one (should only happen on your first login).

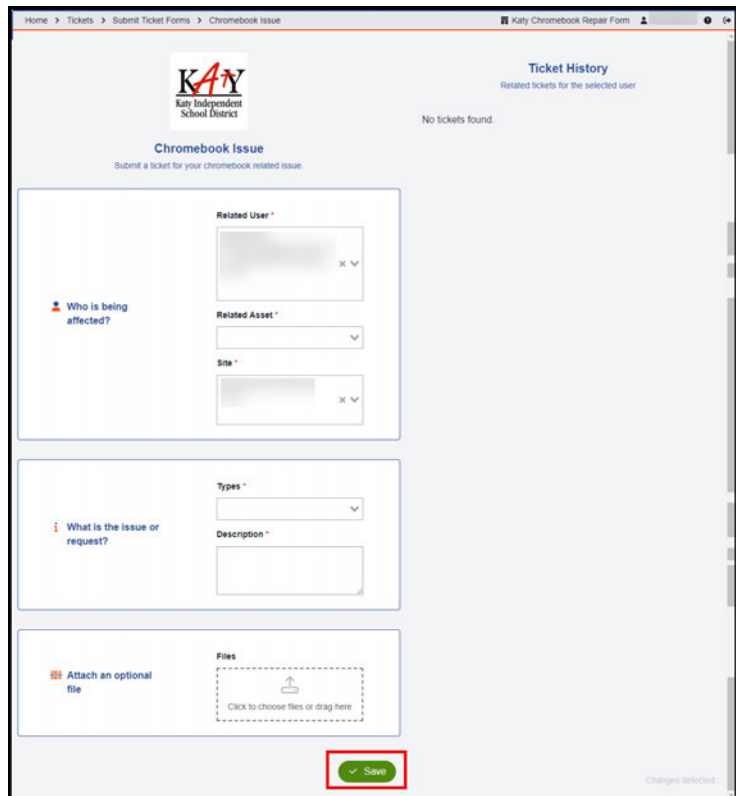
Allow system to log you in.



- The Submit Ticket screen will open. Select Chromebook Issue to begin the process.



- Complete all required fields to request assistance for your issue. Select Save when complete.



- Once your ticket is sent, it will appear in the Ticket History section on the right side of the screen.

