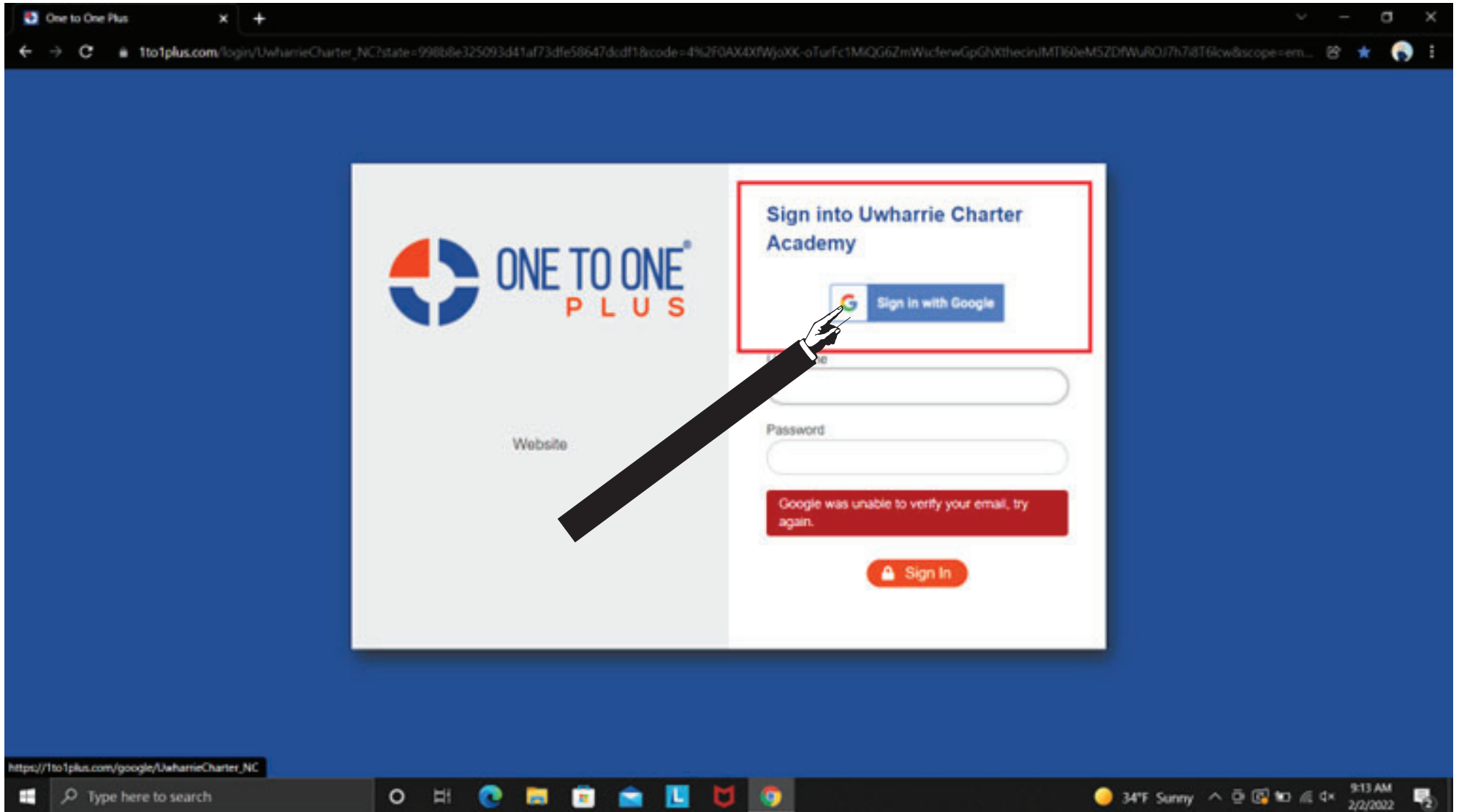


How to Enter UCA Support Tickets

[One to One Plus Ticket Site](#)

To start with One to One Plus, you will need to log in through Google with the special link provided. Logging in without clicking 'Sign in with Google' will not work.



Log in using your UCA Google Account

Now you will select the appropriate category for the ticket you are trying to submit.

The screenshot shows the 'Submit Ticket' page of the 'ONE TO ONE PLUS' help desk system. The page features a navigation menu on the left with 'Help Desk', 'My Tickets', and 'Submit Ticket'. The main content area displays five ticket categories, each with an icon, a title, and a brief description. Two black arrows with white text point to the 'IT Department' and 'Employee Badge Request' categories. The 'IT Department' arrow is labeled 'General Tech Issues' and points to the laptop icon. The 'Employee Badge Request' arrow is labeled 'New Badges' and points to the badge icon.

ONE TO ONE PLUS

Search

Uwcharrie Charter Academy Michael Holden

Home > Submit Ticket Forms

Help Desk

My Tickets

Submit Ticket

Submit Ticket

IT Department
For questions and repair requests related to the IT department.

Maintenance Department
For questions and repair requests related to the maintenance department.

Transportation Department
For questions and repair requests related to the transportation department.

Employee Badge Request
Request an Employee Badge.

Issue a Loaner Device
Issue a loaner device to a student.

General Tech Issues

New Badges

Now you will see several prompts asking for different types of information. Please provide all information possible when submitting a ticket. Now you will select the appropriate category for the ticket you are trying to submit.

The screenshot shows the 'IT Department' ticket submission page. The page header includes the 'ONE TO ONE PLUS' logo, a search bar, and the user's name 'Michael Holden'. The breadcrumb trail is 'Home > Submit Ticket Forms > IT Department'. The main content area features the 'IT Department' logo and the text 'For questions and repair requests related to the IT department.' Below this, there are two main form sections. The first section is titled '? Which device is being affected?' and contains a 'Type of Asset:' dropdown menu with options: Chromebook (selected), Desktop, Laptop, Other, Projector, and TV/Board. The second section is titled '? Who is being affected?' and contains a 'School:' dropdown menu with the option 'Central Office' visible.

Fill as many boxes as possible!

Now you should see a 'Files' tab, this will allow you to attach any pictures/files that may provide additional information. When you have filled out all of the boxes, hit save and your ticket will be submitted!

The screenshot shows the 'ONE TO ONE PLUS' help desk interface. The top navigation bar includes the logo, a search bar, and the user's name 'Michael Holden' at 'Uwharrie Charter Academy'. The breadcrumb trail reads 'Home > Submit Ticket Forms > IT Department'. The left sidebar contains 'Help Desk', 'My Tickets', and 'Submit Ticket'. The main form area has a central instruction: 'Please provide any additional information.' To the right, there are several dropdown menus: 'Loaner Issued (Leave blank if a loaner device was not issued.)', 'Type Categories', 'What Is Your Issue?', and 'What's Going On?'. Below these is a 'Supporting Files/Images' section with a dashed box and an upload icon, with the text 'Click to choose files or drag here'. At the bottom, a black banner with a hand icon pointing to a green 'Save' button says 'Don't Forget to Save!'.

Further updates for tickets will be sent to you via email. Some cases may require you to log in to One to One again, but you will be notified if this is required.