

# SAYRE AREA SCHOOL DISTRICT TECHNOLOGY TIPS

## SKYWARD STUDENT MANAGEMENT (AUTHORIZED STAFF)

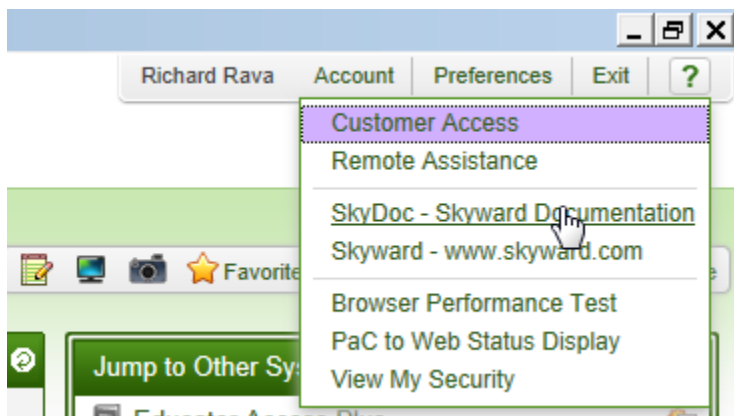
### SUBMIT TECH SUPPORT TICKET

## Purpose

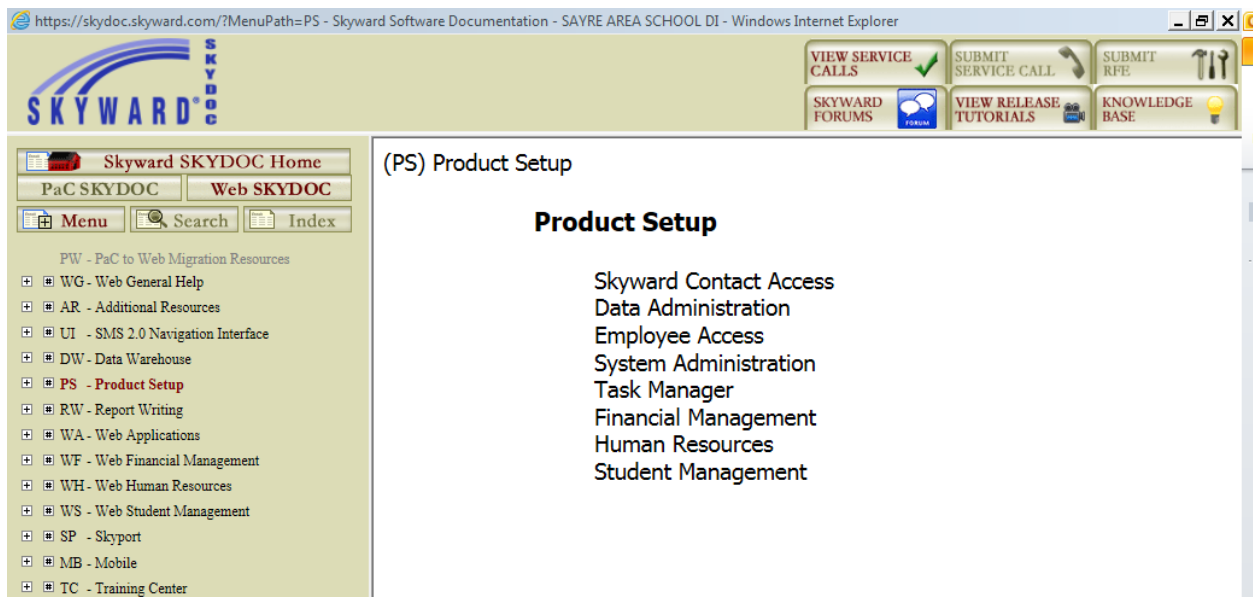
To illustrate how to submit Skyward Tech Support Tickets for authorized SASD Staff.

## Procedure

Login to Skyward



Click on the ? icon – then click on SkyDoc – Skyward Documentation



On the left hand navigation pane – click on WS – Web Student Management

Navigate to the desired part of Skyward

In this example, I went to Food Service

The screenshot shows the Skyward SKYDOC Home page. At the top, there is a navigation bar with the Skyward logo and several utility buttons: VIEW SERVICE CALLS, SUBMIT SERVICE CALL, SUBMIT RFE, SKYWARD FORUMS, VIEW RELEASE TUTORIALS, and KNOWLEDGE BASE. Below the navigation bar, there is a main menu with options for PaC SKYDOC and Web SKYDOC. The left sidebar contains a tree view of the system's modules, including TM - Task Manager, WF - Financial Management, WH - Human Resources, WS - Student Management, RW - Report Writing, WA - Web Applications, WF - Web Financial Management, WH - Web Human Resources, WS - Web Student Management, AD - Administration, AF - Advanced Features, CM - Skyport Calendar Management, CR - Custom Reports, DW - Data Warehouse, EA - Educator Access Plus, ES - Entity Setup, FA - Families, FS - Food Service, and OF - Office. The main content area displays the (WS) Web Student Management (FS) Food Service section, which includes a list of links for General Ledger Update, Pseudo Application Approval, Payor/Customer Maintenance, Product Setup, Purchases, Payment Entry, Reports, and Year End. Below these links, there are several webinar announcements, such as PaC to Web - On Line Applications - Webinar (57 min), PaC to Web - Food Service Payments - Webinar (33 min), PaC to Web - Food Service Direct Certification Process - Webinar (18 min), PaC to Web - Food Service/Family Access Webinar (23 min), and Food Service Year End - Webinar (40 min).

At the top of the screen is the Submit Service Call button

Click on it