Operations Hero: Instructions to Submit <mark>Technology</mark> Requests

1. Go to **Operations Hero** https://hq.operationshero.com/

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.**

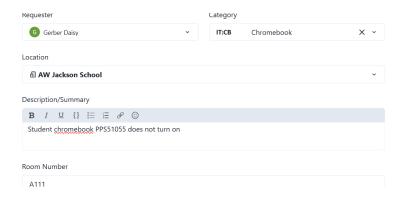4. Click **Create**. On the drop down menu, select **New Request**

5. On the New Request screen, under workflow, <mark>select **IT: Technology (Technology Help Desk Tickets**)</mark>

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

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

➕ **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 no-reply@operationshero.com 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.