



FAQs for the new Griffin RESA Repair Services ticketing system

- **How do I access the Repair Services ticketing system?**
 - Go to www.griffinresa.net and click Online Repair Service Request from the left menu bar. At the top of the next screen, click Submit a Maintenance Service Request. You will then be prompted to enter your first and last name, along with your email address. Then click New Request at the top of the next screen.
- **Will my log in credentials from the old system transfer to the new system?**
 - The new system does not require a log in. You simply enter your name and email address.
- **When submitting a new request, what is a “Site?”**
 - In our new system, a Site is the school district name. In the Site dropdown box, please select your school district/county.
- **What information is needed in the description box?**
 - Equipment make or brand
 - Equipment Model
 - Equipment serial number
 - Description of problem
 - Room location in the building
- **Where do I enter the name of my school?**
 - Please use the dropdown box named “Assets” to select the name of your school. Once you have selected your “Site” (district), only the schools in your district will populate as an “Asset” for you to choose from.
- **What is the Maintenance Type?**
 - In the Maintenance Type dropdown box, please only select from the following, depending on what needs to be repaired:
 - Audio Video
 - CPU – Central Processing Unit
 - Business Machine

Please see complete instructions for using our repair and service ticketing system at the following link: [Instructions for using the new Repair Services ticketing system](#)