



## GRIFFIN REGIONAL EDUCATIONAL SERVICE AGENCY

Serving South Metro County School Systems since 1966  
BUTTS - FAYETTE - HENRY - LAMAR - NEWTON - PIKE - SPALDING - UPSON



# Instructions for using the new Repair Services ticketing system

- A new online system to request service from Griffin RESA technicians is now available.
- A username and password are no longer required.
- You may enter your request by going to <http://www.griffinresa.net> and choosing "Online Service Request" from the "Tech Repairs" pull down menu.

The screenshot shows the Griffin RESA website. At the top, there is a header with the agency name, contact information, and a map. Below the header is a navigation bar with links to various sections. The 'Tech Repairs' link is highlighted, and a dropdown menu is visible, showing the 'Online Service Request' option. The main content area displays a list of recent events or announcements, including a '2020-2021 Regional Student Competition Schedule' and a '2020-2021 Drive-in Conferences "SAVE the DATE"'.

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**GRIFFIN RESA**  
SERVING SOUTH METRO COUNTY SCHOOL SYSTEMS SINCE 1966

*Serving:*  
Butts, Fayette,  
Henry, Lamar,  
Newton, Pike,  
Spalding, Upson  
School Systems

**Districts** ▶ **Services** ▶ **Prof. Learning** ▶ **Calendar** ▶ **People** ▶ **Organizations** ▶ **Library** ▶ **Order Supplies** ▶ **Tech Repairs** ▶ **Home** ▶ **Support**

**Driving Directions and Map** **Contact Us** **Online Service Request**  
Create Your Profile ID  
Overview of Repair Services  
Instructions for Requests

Date	Title
06/26	<a href="#">2020-2021 Regional Student Competition Schedule</a> - Information.
06/26	<a href="#">2020-2021 Drive-in Conferences "SAVE the DATE"</a> - Information.
06/25	<a href="#">Dyslexia Endorsement</a> - Information.
06/25	<a href="#">New PPE/Sanitization Supplies</a> - Information.
06/25	<a href="#">Evaluation Instrument Training for 2020-21</a> - Information.
06/24	<a href="#">STEM Endorsement</a> - Information.
06/24	<a href="#">Online Teaching Endorsement</a> - Information.
06/16	<a href="#">Please Help Us Recruit Teachers--Forward to Anyone Interested in Teaching</a> - Information.
06/15	<a href="#">June 2020 PL Class List (Step into Classes this Summer at GRESA!)</a> - Information.
06/12	<a href="#">Job Announcement - Information Technology (IT) Specialist</a> - Information.
06/09	<a href="#">Hearing Officer &amp; Tribunal Member Training for 2020-21</a> - Information.
06/03	<a href="#">New PPE/Sanitization Supplies</a> - Information.
06/03	<a href="#">Substitute Teacher Training for 2020-2021</a> - Information.
06/01	<a href="#">Press Release - Congrats to 2020 Regional Winners of the Young Georgia Authors Writing Competition</a> - Information.
05/29	<a href="#">Do You want to Be A Teacher? -- Here is how we can help You get "Certified To Teach"</a> -

**Griffin RESA Overview**  
Professional Learning  
Leadership Development  
Endorsements  
Teacher Recruitment  
GA Teacher Alternative Preparation Program  
Subject Area Services  
GLRS/Special Education  
Online Purchasing  
Online Repair Service Request  
Student Services  
Other Educational Services  
Accountability/CCRPI  
Griffin RESA News  
Educational Partners  
Employment Opportunities  
Procurement Services  
Inclement Weather Policy  
Gordy's Gems

Find us on Facebook  
GRESA Cloud

- From this page, click the ‘Submit a Maintenance Service Request’ link.



Have an issue to report to *Griffin RESA*?

[Submit a Maintenance Service Request](#)

Allow users to easily submit a **Service Request**  
from your website: [click to get the HTML widget!](#)

Griffin RESA

Sign in to your account



Sign In

☐ [Remember me on this computer](#)

[Forgot your password?](#)

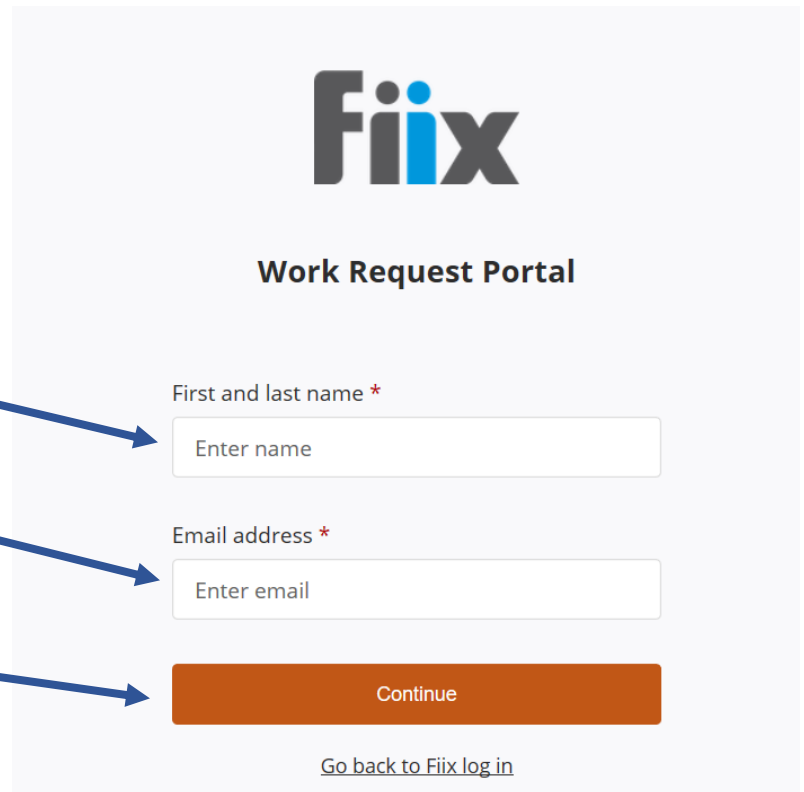
**You can ignore this box, as this login area is for Griffin RESA employees only.**

- Our new ticketing system is provided by Fiix, so you will see their logo on the next screen (temporarily, until the next update).

- Enter your name

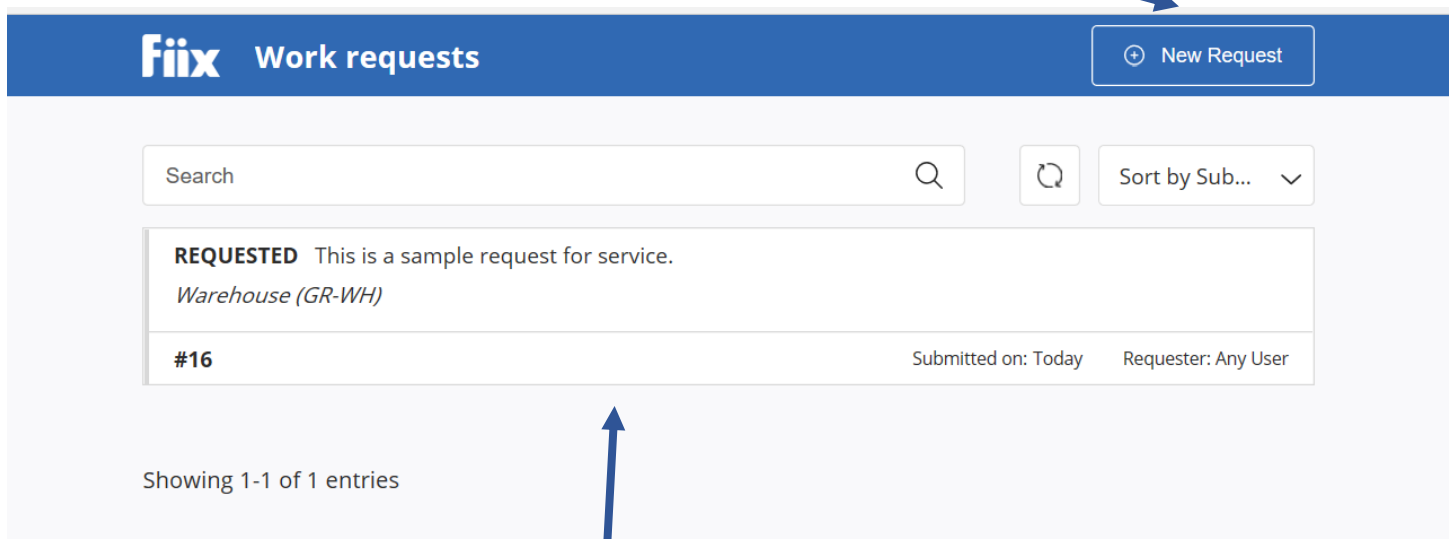
- Your email address

- Click continue



The image shows the 'Fiix Work Request Portal' login interface. At the top is the 'fiix' logo. Below it is the title 'Work Request Portal'. The form contains two input fields: 'First and last name \*' with a placeholder 'Enter name', and 'Email address \*' with a placeholder 'Enter email'. Below these fields is an orange 'Continue' button. At the bottom of the form is a link that says 'Go back to Fiix log in'. Three blue arrows point from the instructions on the left to the corresponding form elements: the first arrow points to the name input field, the second arrow points to the email input field, and the third arrow points to the 'Continue' button.

- The screen below is a summary that shows any open service tickets and allows you to create a new request.
- Click 'New Request' to create a new repair ticket.



The image shows the 'Fiix Work requests' summary screen. At the top is a blue header bar with the 'fiix' logo and the text 'Work requests'. On the right side of the header bar is a button labeled 'New Request' with a plus icon. Below the header bar is a search bar with the placeholder 'Search' and a magnifying glass icon. To the right of the search bar are two buttons: a refresh button with a circular arrow icon and a 'Sort by Sub...' button with a dropdown arrow. Below these elements is a table with one entry. The entry has a status 'REQUESTED' in bold, followed by the text 'This is a sample request for service.' and 'Warehouse (GR-WH)'. Below this text is a row with the ticket number '#16' on the left, and 'Submitted on: Today' and 'Requester: Any User' on the right. Below the table is the text 'Showing 1-1 of 1 entries'. A blue arrow points from the instruction 'Click this area to see previous requests.' to the table entry.

- Click this area to see previous requests.

- From the pull down menu under **Site**, choose your district/county.

- In the **Description** box, describe the problem.

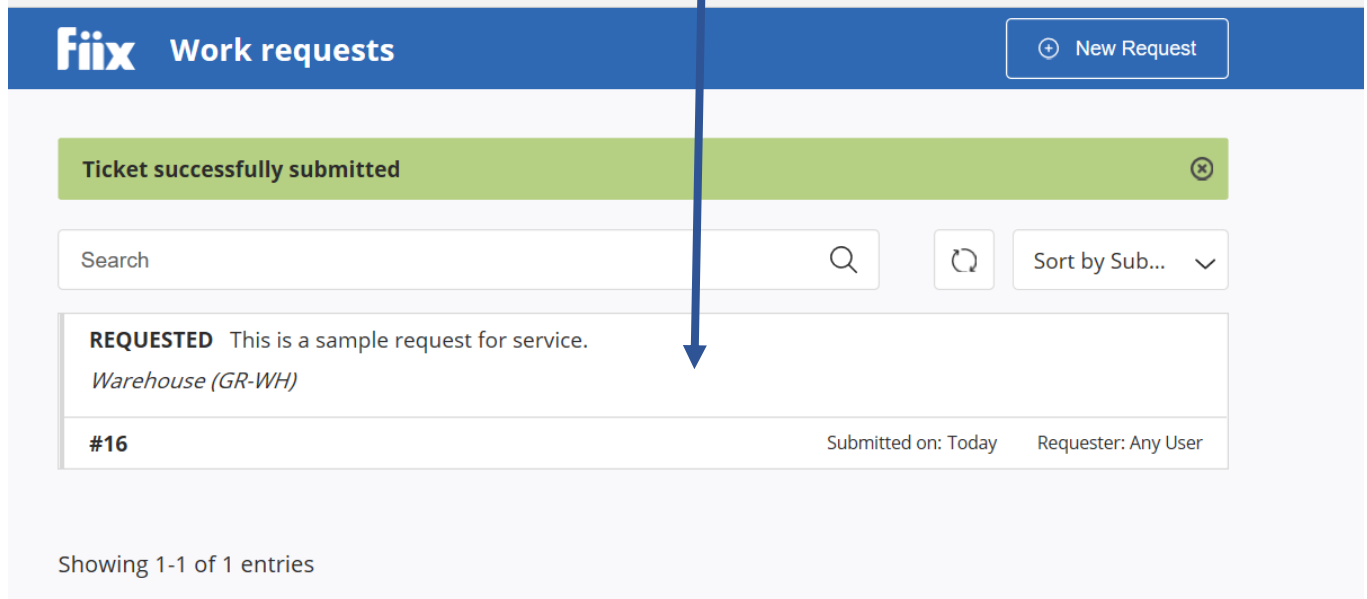
- From the pull down under **Maintenance Type**, choose the area of service needed. Please only choose **Audio Video**, **CPU (Computer Processing Unit)**, or **Business Machine**.

- From the pull down menu under **Assets**, choose your School.

- Enter the **Make or Brand**.
- Enter the **Model Number**.
- Enter the **Room number**.
- Enter the **Serial Number**.

- Use the **Upload File** button if you would like to send us a picture or other information regarding the equipment (not required).
- Click **Submit** to send your request.

- **After your request is submitted, it will appear in this list for you to review, and you will also receive an acknowledgement via email.**



The screenshot displays the 'Fiix Work requests' interface. At the top, a blue header bar contains the 'fiix' logo and the text 'Work requests', along with a 'New Request' button. Below the header, a green notification bar states 'Ticket successfully submitted'. A search bar with a magnifying glass icon and a 'Sort by Sub...' dropdown menu are visible. A table lists a single request with the following details:

<b>REQUESTED</b> This is a sample request for service. <i>Warehouse (GR-WH)</i>		
<b>#16</b>	Submitted on: Today	Requester: Any User

At the bottom, it indicates 'Showing 1-1 of 1 entries'. A blue arrow points from the text in the first list item to the first row of the table.

- **If you have any questions and would like to contact us, please email us at [repair@griffinresa.net](mailto:repair@griffinresa.net).**

**Thank you for allowing Griffin RESA to serve you.**