

View and Editing Information Services Tickets

Home [Your Website Ticket] **My Website Tickets** New Facilities Ticket [No Facilities Tickets] Logout

Results: Found 4 record(s)

Page 1

Ref	Summary	Status
123	IT, Network, Running, Issue	Open
124	IT, Network, Running, Issue	Dispatch
125	IT, Network, Running, Issue	Assigned
126	IT, Network, Running, Issue	Closed

Page 1

If you click the ticket number, it will open a new window, and you will not be able to edit it from there.

Click edit to change or add information to your ticket. Click OK to save the changes.

Back Edit

My site: United Network, Issue

Back Information

First Name: Jacky Howard
 Surname: HUI
 Department: Information Services
 E-mail: Howard.HUI@unimelb.edu.au
 Telephone: 03- 9594 1234

Location

Participate in IT, Issues

Description

I cannot print to IT, Issues, but you just did in the system. I get no error messages, they just don't print.

Attached File: none

Category: none

Priority: Medium

Ticket Status

Name: assigned Assigned to: Hui@unimelb.edu.au

Date Submitted: 2008-03-22 10:00:00

Date Due (MM/DD/YY): none

Comments

None

Date Created: 22 Jan 2008 10:00:00 AM Modification Date: 22 Jan 2008 10:00:00 AM

Dispatch – New tickets that have yet to be reviewed by the dispatcher.

Open – Tickets waiting to be assigned to a support tech.

Assigned – Tickets that have been assigned to a support tech., and work may or may not be currently in progress.

Closed – Tickets that have been completed.

Entering a New Facilities Request

Home [New Website Ticket] My Website Tickets **New Facilities Ticket** My Facilities Tickets Logout

OK Cancel

User Information

Full Name: Jacky Howard
 Department: Information Services
 E-mail: Howard.HUI@unimelb.edu.au
 Telephone:
 Campus: ☐ QUT ☐ QUT2 ☐ QUT3

Select your campus

Work to be done

Summary: Brief summary of the request.

Description: Detailed description of the request/problem. Please be as specific and detailed as possible here.

Select a category

Choose the priority

Attached File: Upload

Category: Information Services

Priority: Medium

Authorized By: _____

Account Number: _____

Complete By (mm/dd/yyyy): _____

OK Cancel

You may attach a file to this ticket. Click the Browse button, select the file, and choose Open. It will attach the file, and bring you back to this screen.

Authorized By and Account Number will need to be filled out for requests your department must pay for. You will need a supervisor's approval, and the account number it will be charged back to.

Complete By Date should be used when a request must be completed by a particular date. Date must be entered in the following format: MM/DD/YY (i.e. Mar 22 04)

* If your department's mobile phone is not, then we will not be able to provide service to Information Services so that we can fix that, when

Its Help Desk Training Manual

Michael Wallace, Larry Webber



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