

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)

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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

Ticket Information

Ref Number: 123456789
 Category: IT
 Department: Information Services
 E-mail: Network.Support@university.edu
 Telephone: 0123 456789

Location

Participate in IT, User

Description

I cannot print to IT, User, but you just did it for me. I got no more documents, they just don't print.

Attached File

Category: Issue

Ticket Status

Name: Assigned Assigned to: Map@university.edu
 Date Submitted: 12/12/2010
 Date Due (MM/DD/YY): 12/12/2010

Comments

12/12/2010

Date Created: 12/12/2010 10:10:10 AM Modification Date: 12/12/2010 10:10:10 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: John Doe
 Department: Information Services
 E-mail: John.Doe@university.edu
 Telephone:
 Campus: ☐ West ☐ East ☐ North ☐ South

Select your campus

Work to be done

Summary:
 Description:

Brief summary of the request.

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

Select a category

Choose the priority

Attached File:

Category: Priority:

Authorized By:
 Account Number:
 Complete By (mm/dd/yyyy):

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)

OK Cancel

* If your department's mobile phone is not, fill in our text 3-digit phone number and send to information@university.edu so that we can fix that, when

Its Help Desk Training Manual

Didier Musso



Its Help Desk Training Manual:

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