


IT Helpdesk Ticket Submission Quick reference Guide



1. Double click on the icon  in the system tray of your computer, or in the case of a Mac, at the top of your screen.
2. Double click on “Ticketing” from the left column of the application screen.
3. Select “new”. Then click on “new ticket”
4. Complete the information required. Minimum information includes:

Summary: describe the problem or request
Site: Select the school or office from the drop down list
Room: provide the classroom or office location
5. Click on “save and close” or if you have more than one ticket to submit, click “save and new” (if you select save and new, complete the next ticket, and repeat each time. On the last ticket entry, click on save and close to submit the group.

This screenshot shows the Windows 7 System Center console displaying a list of alerts. The interface includes a navigation pane on the left with options like Home, Alerts, and Audit Information. The main area shows a table of alerts with columns for ID, Summary, Status, and Subcategory. The table contains three entries:

ID	Summary	Status	Subcategory	Resolution	Subscriber	Assignee
8000114	Image size reduction	In Progress	Computer Dr. Image		Henry Barnes	Henry Barnes
8000113	Attempt to remove critical software as detected by Trust Advisor	New	Security		Henry Barnes	Tom (Support) (Phil)
8000108	Attempt to remove critical software as detected by Trust Advisor	New	Security		Henry Barnes	Tom (Support) (Phil)

This screenshot shows the 'Create a New Ticket' dialog box in the Windows 7 System Center console. The dialog is titled 'Create a New Ticket' and has buttons for 'Close and Clear', 'Save and New', and 'Cancel'. It contains several fields for ticket creation:

- Service Desk:** A dropdown menu currently set to 'Invalid'.
- Summary:** A text input field containing 'Sample User - General Help on 1/2/14'.
- Subscriber Name:** A text input field containing 'Henry Barnes'.
- Subscriber Email:** A text input field containing 'henryb@msn.com'.
- Priority:** A dropdown menu set to 'High'.
- Category:** A dropdown menu set to 'No Category Selected'.
- Assigned To:** A dropdown menu set to 'Henry Barnes'.
- SNR:** A dropdown menu set to '00'.
- Room:** A dropdown menu set to '12'.

At the bottom of the dialog, there is a 'Title' field with a rich text editor containing the text 'Expanded Alert'.