

OVERVIEW / PROCEDURE DESCRIPTIONS

Use the edit feature to provide the Service Desk with additional comments or add/detach attachments. You can also edit a Service Desk ticket by replying to any email sent to you regarding this ticket. It is important that you reply to an email that is specific to the ticket because it is the subject line in the ticket that adds your email comments into the ticket.

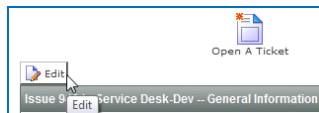
Subject: Request: I want to install Office 2007 ISSUE=934 PROJ=2

Any email sent to “servicedesk.csueastbay.edu” without the specific ticket subject coding will open a ticket.

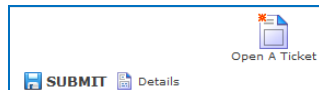
STEPS

A. Log In and View the Ticket

1. Log in with your NetID and password at: <http://csueastbay.edu/servicedesk>
2. A list of all tickets, active and closed, will come into view.
3. Click on the ticket that you want to edit.
4. Click on the **Edit** icon at the top left of the ticket.



5. When the ticket appears in Edit mode you will not see all the details of the ticket. There will be a **Submit** icon and a **Details** icon.



Details Icon

Clicking on the Details icon will change your view so that you can see the ticket details in view only mode. If you have started to edit your ticket and hit Details, you will lose any information that has not already been submitted. If you are in the middle of editing your ticket and want to view your ticket details, use your browser navigation buttons to go back and forth from view and edit mode.

B. Edit Request Details

Enter your comments in the “Additional Request Details Information” area.

C. Attachments

Existing attachments will be listed under **Existing Attachments**.

Attachments			
Attach Files			
Last Attachment	[no additional file attached]		
Existing Attachments	Filename	Size	Date
	All Training Presentations2.doc	26 KB	10/21/2008 10:55 AM
			Download Delete Replace

Download – to view the attachment

Delete – to remove the attachment

Replace – to replace an attachment with another attachment

Click **“Attach File”** to add a new attachment.

Attach Files

1. An “Upload a File” pop up window appears where you can attach multiple documents to your ticket.

Upload a File Attachment.

Select a file from your local computer, and click the "Go" button to upload it to the Service Desk Server. You may work on your Issue while the file uploads, but do not submit it until the upload is complete. This window will automatically close after a successful upload. A single attachment cannot be larger than 9766 KB. This project's attachment directory has 3991666 KB free. You can attach multiple files to this Issue by selecting and then uploading up to three at a time.

(1) File to Upload: C:\Users\vskreed\Dc

(2) File to Upload:

(3) File to Upload:

2. **File to Upload**

- a. Click Browse and locate your document and click on it.
- b. The document path and file name appears in the **File to Upload** text box.
- c. Repeat steps “a” and “b” if you need to attach additional files.
- d. Click **Go** once all attachments have been made.
- e. You will see the file name(s) in the Last Attachment text box. If you attached more than one document, you may not be able to view all of the document names in the Last Attachment text box.

Last Attachment	All Training Presentations.doc [26 KB] successfully attached.
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D. Notifications

If you are entering the ticket in behalf of someone else, use this area to enter their email address.

- They will be notified that the ticket was opened, but the ticket will still be under your name.
- They will be able to respond to the Service Desk emails and have their comments entered into the ticket.
- They will not be able to view the ticket in the ticketing system because the ticket is under your name.

E. Submit Edit

Click **Submit** at the top of the page after all edits have been entered.

F. Acknowledgement of Edit

You will receive an email acknowledging that your edit has been received. You will receive an email each time you update your ticket.

RELATED PROCEDURES

See related "View My Tickets" procedures at: www.csueastbay.edu/training.

HELP

<i>If You Need Help With . . .</i>	<i>Contact</i>
Questions about editing a ticket...	sdteam@csueastbay.edu