

OVERVIEW / PROCEDURE DESCRIPTIONS

Use this procedure to open a Service Desk ticket on-line at: <http://csueastbay.edu/servicedesk>
You can also enter Service Desk tickets by emailing: servicedesk@csueastbay.edu

GETTING STARTED

- **Turn off Pop-up Blockers**

New windows appear as “pop-up s” in the ticketing system. Unless “pop-up blocker” is turned off, you may not be able to see the appropriate windows to complete the ticketing process. If you do not turn off the pop-up blockers beforehand and choose to allow the pop-up when you receive the message, all data entered up to that time may be lost. Information on turning off pop-up blocker can be found under the specific web browser at:

www.csueastbay.edu/training

- **Secured Connection or Certificate Message**

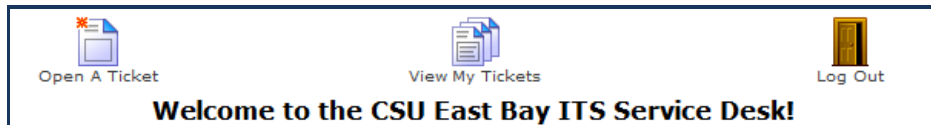
Depending on the browser you use, you may be prevented from logging in and receive a message warning that the site does not have a certificate and to not continue. You can safely ignore this message and continue. Additional information regarding handling these certificates can be found under the specific Web browser at: www.csueastbay.edu/training

STEPS

Any field identified in red with an asterisk* is required data.

A. Log In and Open a Ticket

1. Log in with your NetID and password at: <http://csueastbay.edu/servicedesk>
2. Click on the **Open a Ticket** icon at the top left.



B. Submit a New Request – General Information

Brief Description of Request* - enter a short description or “title” for your ticket.

C. Contact Information*

The information here auto-fills based on your NetID log in.

- If any information is incorrect, note this in your ticket.
- If you have a faculty/ staff email and a student email pre-populated, you will be sent a notification only to the faculty/staff email address.
- If you are unable to receive email at the email address indicated, you can enter another email in the faculty/staff email area.

D. Request Details*

There are several drop-down selections that must be made in order to direct your ticket to the appropriate service area.

1. Are You a Faculty, Staff or Student?*

Once a selection is made, the Main Category drop down selection appears.

2. Main Category*

Make a selection. Select “Issue not Listed” if you cannot find your category.

Depending on the selection made, the Sub Category drop down selection may appear.

3. Sub Category

Select an appropriate Sub Category.

If the Main Category chosen is “Reports” or “Smart Classroom,” the Sub Category may appear as a pop-up window. Once the information is entered and the pop-up window closes, you will not be able to view what was entered until after the ticket has been submitted.

4. Details

Depending on what was chosen beforehand, Details may or may not appear. Select Details as appropriate.

5. Location*

Enter the location (building and room number) where you are located.

6. Phone Number*

If you want to be contacted at an off campus phone number, please include your area code.

7. Urgency*

Select the urgency level that best describes your situation.

8. Additional Request Details Information

Enter the details of your ticket here.

9. If you do not have an attachment or are not completing this ticket in behalf of someone else, then your ticket is complete. Click Submit at the top of the page to submit your ticket.



E. Attachments

Use this area to attach files such as snapshots of error messages. Click **“Attach File”** to add a new attachment.

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.

To view the names of the attached files or detach/replace a file, you need to first save the ticket and then get into Edit mode.

F. Notifications

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

- Will be notified that the ticket was opened, but the ticket will still be under your name.
- Will be able to respond to a Service Desk email 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.

G. Submit the Ticket

Clicking on Submit will open the ticket with all of the information you have entered up to that point. There is no “save” feature that allows you to save what you entered at a particular point without submitting the ticket.

H. Acknowledgement of Service Request

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

RELATED PROCEDURES

See related “Edit Service Desk Ticket” and “View My Tickets” procedures at:
www.csueastbay.edu/training.

HELP

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