

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**

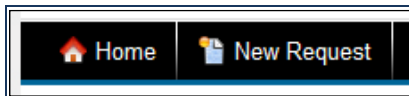
Depending on the browser you use, you may be prevented from logging in and receive a message warning that the site does not have a certificate and to not continue. You can safely ignore this message and continue. Additional information regarding handling these certificates can be found under the specific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

STEPS

Any field identified in red with an asterisk* is required data. This information must be filled in before you request can be saved.

A. Log In and Open a Ticket

1. Log in with your NetID and password at: <http://csueastbay.edu/servicedesk>
2. Click on the **New Request** button at the top left.



B. **Submit a New Request – General Information**

What are you trying to do?* - enter a short description or “title” for your ticket.

C. **Contact Information***

The information here auto-fills based on your NetID log in. If you are entering the ticket on behalf of someone else, enter the user’s first and last name; your NetID will remain.

- 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 Information*

User Information Section

1. **Location***
Enter the location (building and room number) where you are located.
2. **Phone Number***
If you want to be contacted at an off campus phone number, please include your area code.

Request Information Section

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

3. **Are You Faculty, Staff or Student?***
Once a selection is made, the Main Category drop down selection appears.
4. **Main Category***
Make a selection and the Sub Category drop down selection will appear.
5. **Sub Category***
Select an appropriate Sub Category.
6. **Details ***
Depending on what was chosen beforehand, Details may or may not appear. Select Details as appropriate.
7. **Urgency***
Select the urgency level that best describes your situation.
8. **Details of your Request**
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 **Save** at the top or bottom of the page to submit your ticket.

NOTE: If you find that the service you are looking for is not in the drop downs, please enter a service desk ticket using the following selections so that ITS can consider adding the service to the ticketing system and service catalog:

- Main Category: Administrative Applications
- Sub Category: Ticketing System
- Details: Enhancements/Suggestions or Report an Incident/Problem – Ticketing

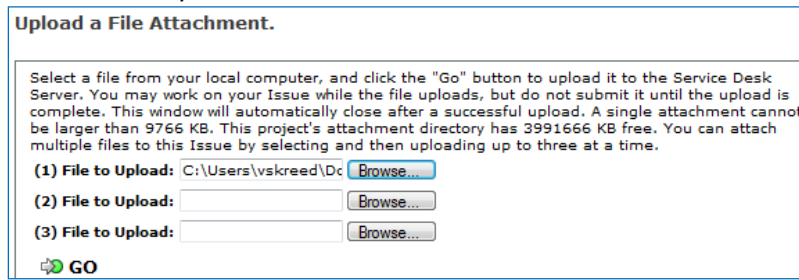
If you have an incident or a problem to report, please choose any incident within the ticketing system and state in the ticket description that you were not able to find where this incident fits within the drop downs available. Then describe the problem in as much detail as possible.

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.

A dialog box titled "Upload a File Attachment." with a text area containing instructions: "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." Below the text are three rows, each with a label "(1) File to Upload:", "(2) File to Upload:", and "(3) File to Upload:" followed by a text input field and a "Browse..." button. At the bottom left is a "GO" button with a green arrow icon.

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.

A text box with the label "Last Attachment" on the left and the text "All Training Presentations.doc [26 KB] successfully attached." on the right.

To 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.
- 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 Save will open the ticket with all of the information you have entered up to that point. There is no feature that allows you to pause what you entered at a particular point without submitting the ticket.