

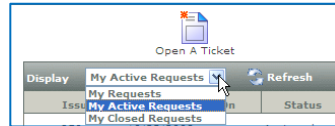
OVERVIEW / PROCEDURE DESCRIPTIONS

These procedures provide instructions on how to view what you have entered in your Service Desk ticket and how to interpret the status of your ticket.

STEPS

A. Log In and View the Ticket

1. Log in with your NetID and password at: <http://csueastbay.edu/servicedesk>
2. By default all Active (Open) and Closed tickets will come into view. You can change your view by clicking in the Display drop-down.



3. If your display of tickets does not refresh automatically, click the Refresh button to the right of the drop-down box.

B. Ticket Header Descriptions

Display	My Active Requests	Refresh	Issue #	Last Edited On	Status	Brief Description of Request	Additional Request Details Information
			My Requests		All tickets, active and closed		
			My Active Requests		Only active, open, tickets		
			My Closed Requests		Only closed tickets		
Issue#			Ticket Number				
Last Edited On			The last date that the ticket was edited by the customer or an agent.				
Status			Open		Not assigned to any particular group. Waiting for SD Agent to respond or assign. Email sent to customer.		
			Assigned		Assigned to a team		
			Responded		Field Agent acknowledged the ticket and/or contacted customer		
			In Progress		Working on issue		
			Pending		Waiting for a something to happen before they can complete the request		
			Work Completed		Request is complete. Email sent to customer.		
			Closed		All subtasks and main request have been completed for five business days. Ticket cannot be reopened.		

Ticket Header Descriptions (continued)

Display My Active Requests Refresh				
Issue #	Last Edited On	Status	Brief Description of Request	Additional Request Details Information
Brief Description of Request			Brief description, or title, as submitted by the customer.	
Additional Request Details Information			This field will be left blank.	

C. View Ticket Details

1. Click on the ticket that you want to look at.
2. If your display of tickets does not refresh automatically, click the Refresh button to the right of the drop-down box.
3. You will be able to see the details of your ticket. In the Additional Information area you will find edits that you entered via an email reply to the Service Desk and edits you made in the ticketing system. Agent notes can also be found here.
 - 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.

D. Submit Edit

Click Submit at the top of the page when all edits are entered.

E. 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 "Edit Service Desk Ticket" procedures at: www.csueastbay.edu/training.

HELP

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