

OVERVIEW / PROCEDURE DESCRIPTIONS

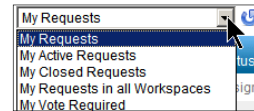
These procedures provide instructions on how to view and edit your ticket in the Ticketing System. You can always update your ticket by responding to an email from the Service Desk regarding this ticket.

STEPS

A. Log In and View the Ticket


1. Log in with your NetID and password at: <http://csueastbay.edu/servicedesk>
2. By default "My Requests" will show you all Active (Open) and Closed tickets.

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. Home Page Ticket Header Descriptions

Number	Last Edited On	Status	What are you trying to do?
Display 		My Requests My Active Requests My Closed Requests My Requests in All Workspaces My Vote Required	All tickets, active and closed Only active, open, tickets Only closed tickets View Tickets in the old and current system Disregard.
Number	Ticket Number		
Last Edited On	The last date that the ticket was edited by the customer or agent.		
Status	Open Assigned In Progress Pending Customer Pending Department Pending Vendor Closed	Not assigned to any particular team. The ticket is with the Service Desk waiting for assignment. The ticket has been assigned to a team but not taken by an agent. Field Agent has taken the ticket and customer will be sent an email from the Agent via the Service Desk. This also represents that the agent is working on the issue. The Agent is awaiting action by the Customer. The Agent is awaiting action by a Department. The Agent is awaiting action by the Vendor. The ticket is completed and cannot be reopened. If the issue has not been resolved, the customer or agent must open a new ticket.	

Status	Not Us	The ticket has been sent back to the Service Desk for reassignment to the proper team.
	Reassigned	The ticket has been reassigned by the Service Desk to a team.
What are you trying to do?		Brief description, or title, of the request as submitted by the customer

C. View Ticket Details

- To view the contents of your ticket, click on the blue description of your ticket.

[tutor track issue \[no Service Request Detail entered \] \[more...\]](#)

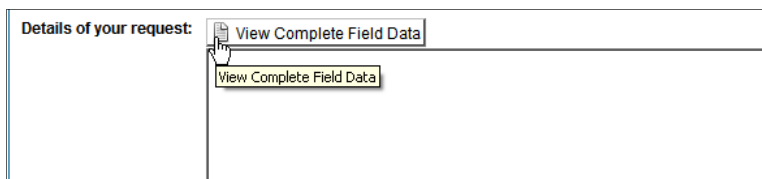
- Request Information Area** contains any entries by the agent or customer that were entered via the ticketing system.
- Service Request Details Area** contains entries by the agent or customer that were entered via the ticketing system or by email.
 - Entries are posted with the latest entry first.
 - Entries may include previous write-ups.
 - Entries that belong together are separated via lines.

D. Edit Ticket

- You can get into edit your ticket in one of two ways:
 - If you are in View mode, click Edit at the top of the ticket.
 - If you are on the Home page, click on the ticket number.
- Enter your update in the Details of Your Request area.
- Click Save.



NOTE: Once you are in Edit mode, you will not see any ticket entries. You can view information that is in the Details of Your Request (information that was entered via the ticketing system, not via email) by clicking on the View Complete Field Data icon at the top of the Details of your request



You can also go back to view the contents of your ticket by clicking on Details at the top of the page. However, you may lose any unsaved entries.

