




How to Reply to a Help Desk Ticket

1. Load the ticket site and find your ticket
2. Once you find your ticket, click the little paper and pencil icon surrounded in red below

  	05/10/2016 11:22am	BWES	I.T.
My computer will not let me print to room 37. Is it my computer			
J. Haff - 05/10/2016 11:22am - (Latest Note) Are you around today ? Let me know when you'll be in Mr I'll let this ticket hang open for one more day and one more upc			

3. Once you've opened the ticket using Step 2, scroll down until you see 'Add a Note' as shown surrounded in red below then click 'Add a Note':

Date Created 05/09/2016 11:58am
Last Modified 05/10/2016 11:22am

Description

My computer will not let me print to room 37. Is it my computer or do I need to print to a different room or printer?

Ticket Notes (3)

Action	Author	Date	Note
	J. Haff	05/10/2016 11:22am	Are you around today Gracie? Let me know when you'll be in room for a while with your computer please... I'll let this ticket hang open for one more day and one more update, then will assume the issue has been resolved if I receive no response. Thank you!
	J. Haff	05/09/2016 2:53pm	Tried to come check it out / student was not there nor was her computer Please let me know when you'll be at your seat in your room with your computer present for a couple of hours tomorrow so I can come look at this. Thank you
	J. Haff	05/09/2016 12:12pm	After you send your print job to the printer, are you entering & your password to retrieve your print job?

View Building Passwords **Add a Note**

4. When finished typing your reply, hit the 'Add Note' button shown below.

View Building Passwords Add a Note

Note
« plain

Rich text editor toolbar: **I**, **B**, *I*, U, ~~S~~, , , , , ,

Time Spent: min Billable

Private Note Resolving Note

Add Note