






## How to Download a Document from 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 Gracie? 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 the 'Ticket Documents' section as shown below

Ticket Documents (1) 

Admin	Uploader	Date	Document	File Size	Views
	J. Haff	05/13/2019 10:24am	Allowing Tech to Remote into Your Mac.pdf <a href="#">(download)</a>	437068 bytes	0

Relate a document 

4. Click 'download' as shown above