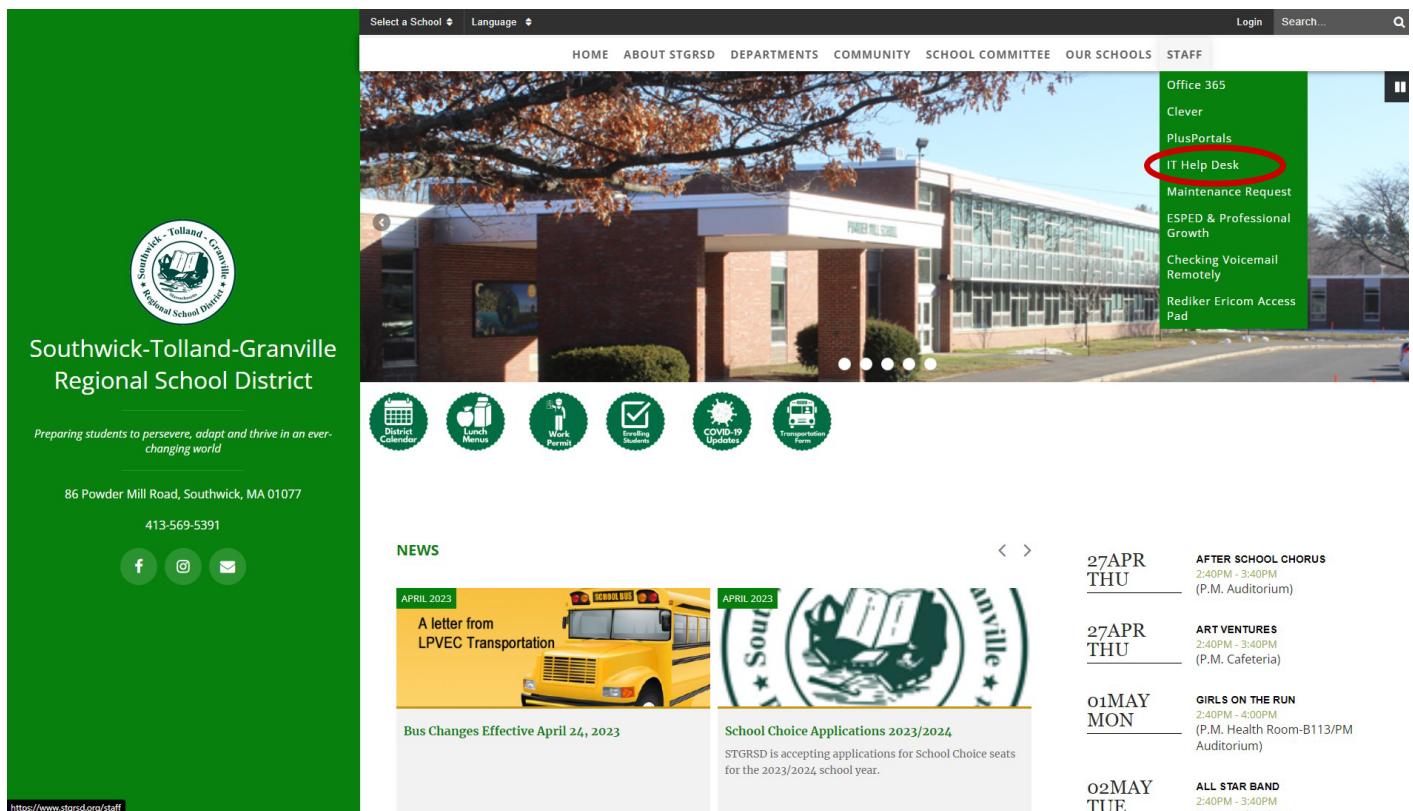


How To Manage Your Active Tickets

In order to access our ticketing system you may either go to <https://stgrsd.org/helpdesk> or <https://it.stgrsd.org>. Alternatively, you maybe also go to <https://stgrsd.org> and hover over the Staff menu, and then select IT Help Desk.



When you go to either of those addresses you should be greeted with this screen:



Login to your account

Login

Password

[Forgot Password?](#)

Login source

STGRSD ▼

☒ Remember me

Sign in

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Once you login using your district username and password, you will be able to access the ticketing systems home screen.



[Home](#) [+ Create a Ticket](#) [Forms](#) [Tickets](#)

[Home](#)

No form available

[Tickets](#)

[+ Create a Ticket](#)

New

0

Processing (assigned)

1

Processing (planned)

0

Pending

0

Solved

14

Closed

9

Deleted

0

On this screen you can click on any of the ticket status fields. In the above picture you can see that this test account has one open ticket under the "Processing (Assigned)" status. If you click on that, it'll bring you to this screen:

Home / Tickets

+ Add

Search

Lists

Characteristics - Status

is

Processing (assigned)

rule

global rule

group

Search

☆

Actions

| ID | TITLE | STATUS | LAST UPDATE | OPENING DATE | REQUESTER - REQUESTER | ASSIGNED TO - TECHNICIAN | CATEGORY |
|----|---|-----------------------|------------------|------------------|-----------------------|--------------------------|----------|
| 55 | This is the test request for documentation! | Processing (assigned) | 2023-04-27 11:40 | 2023-04-27 11:40 | Stu Dent1 | glpi | Accounts |

15

 rows / page

Showing 1 to 1 of 1 rows

Click on the ticket you'd like to view and you'll be brought here:

Home / Tickets

+ Add

Search

Lists

Tickets

Statistics

Historical 6

All

Created: 9 minutes ago by Stu Dent1

This is the test request for documentation!

Tickets

Type Request

Category * Accounts

Status Processing (assigned)

Locations * Central Office

Room * IT Office

Actors 2

Assigned To glpi

Items 0

Answer

Cancel my ticket

Save

On this page you can chat with a technician, change the room number, or even cancel your ticket. Make sure to click "Save" in the bottom right once you're done!

Revision #4

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