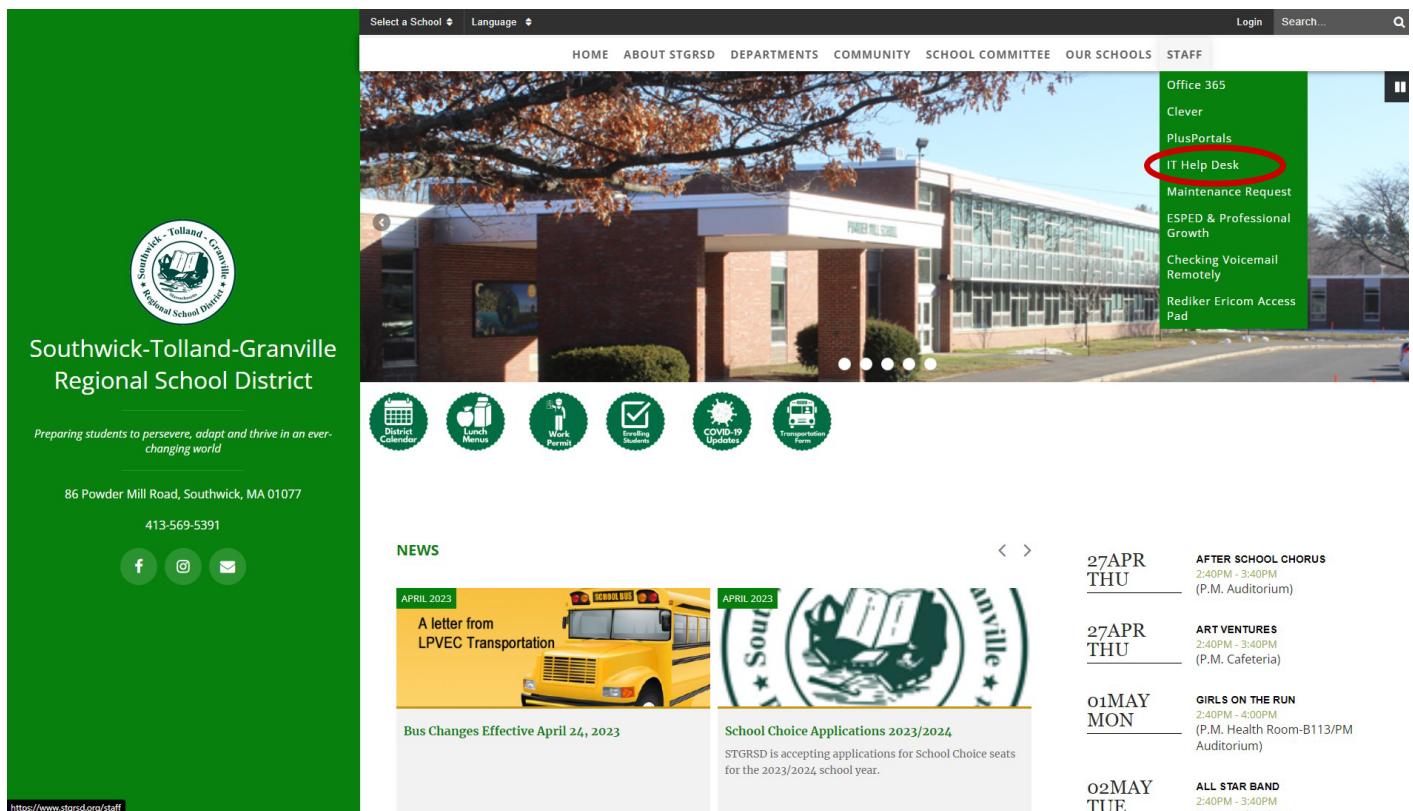


How To Manage Your Active Tickets

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

☒ Remember me

Sign in

GLPI Copyright (C) 2015-2023 Teclib' and contributors

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:

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!	<div></div> 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!

○ This is the test request for documentation! (55) 1/1

🕒 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

Created 27 April 2023 14:57:23 by Jared Mapel

Updated 27 April 2023 17:50:17 by Jared Mapel