

View Existing Ticket and Adding a Note

Open your web browser (Internet Explorer, Firefox, and Safari)
Preferred Browsers for the ticket system are: Windows Internet Explorer and Mozilla Firefox

Open: <http://connect.spps.org>

Click on Service Desk link on bottom left side of the blue diamond outlined in yellow.



You will be redirected to the page below.

[Home](#) >

SPPS Service Desk

Your single contact for all SPPS IT services:

This is the place to submit a ticket to get your technology related problem fixed.

SPPS Staff can now fill out their own Service Request Tickets online!

Click the link below to log into the ticket system

[Submit Service Desk Tickets Here](#)

For automatic login please use Firefox or Internet Explorer

Log in using the following:

username: `isd625username` (*username* is usually eXXXXXX where X=your employee number)

password: your regular password to go with the *username*



Please review the login information before you click the submit ticket link.

Click here to submit
"Service Desk Ticket"

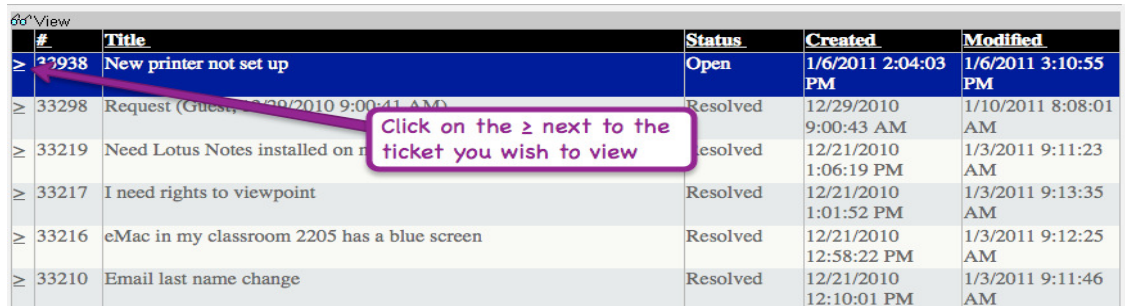


View Existing Ticket and Adding a Note

Viewing and Editing Instructions

1. Once you are logged in you will be presented with your ticket list. Select and open your ticket as instructed below:
 - o Click on the \geq next to the ticket you wish to view this will highlight the row in blue

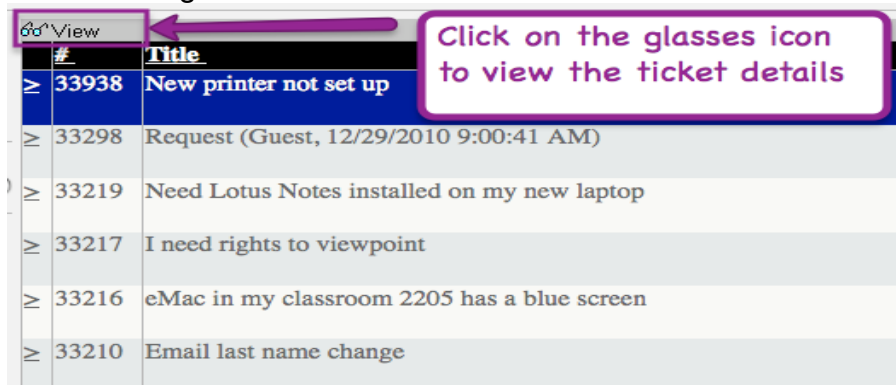
NOTE: If you are using Internet Explorer there will be no \geq so just click anywhere on the row



The screenshot shows a table with columns: #, Title, Status, Created, and Modified. The first row is highlighted in blue. A callout box with a purple border and text says "Click on the \geq next to the ticket you wish to view".

#	Title	Status	Created	Modified
33938	New printer not set up	Open	1/6/2011 2:04:03 PM	1/6/2011 3:10:55 PM
33298	Request (Guest, 12/29/2010 9:00:41 AM)	Resolved	12/29/2010 9:00:43 AM	1/10/2011 8:08:01 AM
33219	Need Lotus Notes installed on r	Resolved	12/21/2010 1:06:19 PM	1/3/2011 9:11:23 AM
33217	I need rights to viewpoint	Resolved	12/21/2010 1:01:52 PM	1/3/2011 9:13:35 AM
33216	eMac in my classroom 2205 has a blue screen	Resolved	12/21/2010 12:58:22 PM	1/3/2011 9:12:25 AM
33210	Email last name change	Resolved	12/21/2010 12:10:01 PM	1/3/2011 9:11:46 AM

- o Click on the glasses icon to view the ticket details



The screenshot shows the same table as above, but with a callout box pointing to the glasses icon in the top left corner. The callout box text says "Click on the glasses icon to view the ticket details".

#	Title
33938	New printer not set up
33298	Request (Guest, 12/29/2010 9:00:41 AM)
33219	Need Lotus Notes installed on my new laptop
33217	I need rights to viewpoint
33216	eMac in my classroom 2205 has a blue screen
33210	Email last name change

2. In the Ticket View you may read the Ticket history and add your own comment if desired by clicking on the pencil icon.

NOTES:

- The History section is in reverse chronological order with the most recent activity at the top.
- If your Status is set to [Awaiting Customer Response](#) you must add a Comment by following the instructions below for the ticket to proceed. Please read all the History and answer the questions asked.

Once your ticket opens click the pencil button to edit your ticket

- Make note of any questions asked in the ticket History
- Click the pencil to edit/add information to the ticket

The screenshot shows a ticket interface with the following details: Ticket Number 34587, Ticket Title 'Campus rights all new staff', Status 'Awaiting Customer Response', and Modified date '1/13/2011 2:05:40 PM'. The History section contains two entries: one from Nancy DeMars-Wolfe asking for a list of teachers, and another from a Guest asking how to get rights for 15 new teachers. Annotations include a purple box around the 'Edit' button with the text 'click pencil to start editing', a box around the status with 'Note the status', and a box around the history with 'Read the history to see what information is need to process your service ticket'.

- Now you may add information requested in the Comment field and/or attach a file by clicking on the paperclip icon
- Click OK to save you new Comment

The screenshot shows the comment input form for ticket 34587. The ticket title is 'Campus rights all new staff' and the status is 'Awaiting Customer Response'. There is an attachment icon and a list containing 'My school staff list'. The comment field contains the text 'I have attached my Excel spreadsheet.' and there are 'OK' and 'Cancel' buttons at the bottom.

*NOTE: Adding a comment to a Resolved or Closed ticket will mark it as Re-Opened and the assigned tech will need to review it.

3. Once done click on the Home button to return to the ticket list
4. Click the Key button in the upper right to logout.

On your user home page find the key with tag and click on the key to **Logout**.

The screenshot shows the user home page for Jane Doe. It includes a 'Logout' button in the top right corner, highlighted with a purple box and an arrow. Below the user information, there is a table of common requests.

#	Title	Status	Created	Modified
33938	New printer not set up	Requested By Web	1/6/2011 2:04:03 PM	1/6/2011 2:04:03 PM