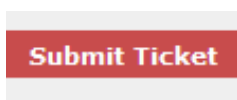


## Enviar incidencias

Este documento te mostrará como completar una incidencia al Service Desk

Para empezar clicar en cualquiera de los dos iconos “Enviar incidencia” en el menú superior o en el menú de bienvenida.



**Submit Ticket**

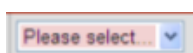
Submit a ticket to one of the IT/Intranet/SAP support teams.

Cualquiera de estas dos opciones te llevará a esta pantalla

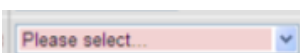
A screenshot of the "Add Ticket" form. It has a red header bar with the text "Add Ticket". Below it are several fields: "Service/Platform:" with a dropdown menu, "General Problem Area:" with a dropdown menu, "Specific Problem Area:" with a dropdown menu, "Subject:" with a text input field and an "Auto complete field" label, "Description:" with a large text area and a "English only at this time." note, "Attach Documents:" with a "Browse..." button and a "Max file size of 2MB" label, and "Documents Currently Attached:" with the text "None". A "Submit" button is at the bottom right.

Para completar el formulario sigue los siguientes pasos:

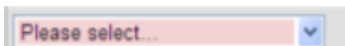
1. Selecciona un servicio



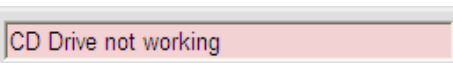
2. Selecciona a el Área General del problema



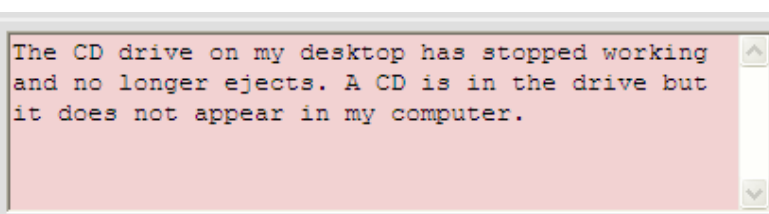
3. Selecciona a el Área Específica del problema



4. Introduce el asunto. – Si el asunto se encuentra incluido en las preguntas frecuentes (FAQ's) clicas en FAQ's y serás dirigido a ellas, de lo contrario continua con el siguiente paso.



5. Introduce la descripción del problema detallando la mayor información posible.



6. Una vez todos los recuadros hayan sido completados, la pantalla quedará de la siguiente forma:

The screenshot shows a web form with a red header bar. The form contains several fields and buttons:

- A dropdown menu with "IT Infrastructure" selected.
- A dropdown menu with "Hardware" selected.
- A dropdown menu with "Desktop" selected.
- A text input field containing "CD Drive not working" with a placeholder "Auto complete field".
- A large text area containing the text: "The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer|".
- A file upload section with a "Browse..." button and a "Max file size of 2MB" label.
- An "Attach document" button.
- A "None" label.
- A "Submit" button at the bottom right.

7. Clicka en “Enviar” para finalizar el proceso.

A single button labeled "Submit" with a blue border and a light blue background.