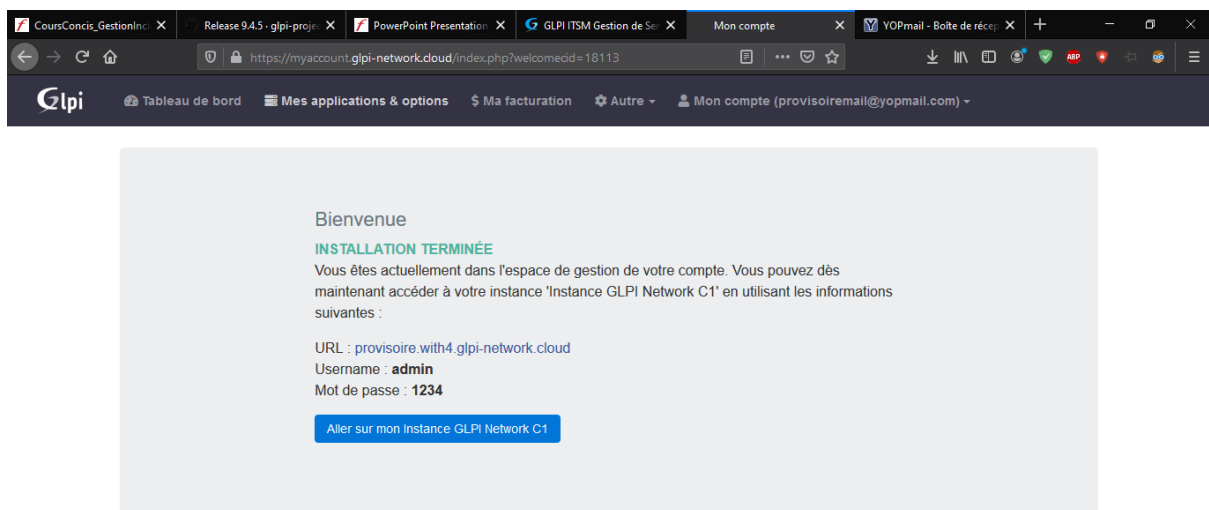


Alexandre KEBAILI

- Soit l'installer soit se connecter en ligne
  - Créer 1 machine 1 utilisateur 1 technicien
  - L'utilisateur envoi un ticket pour la machine
  - Connecter en tant que technicien valider le ticket et le marquer comme resolu
  - Verifier en tant qu'utilisateur que le ticket est resolu
  - Copies écran pour chaque étape
- Copiez sur un traitement de texte et à envoyer par mail

Connection Admin :



<https://myaccount.glp-network.cloud/index.php?mode=instances>

Utilisateurs Admin / Utilisateurs et Technicien créé :

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Machine créée :

GLPI 9.4.5 Copyright (C) 2015-2019 TecLib' and contributors

Ticket créé par l'utilisateur :

Describe the incident or request

Type: Incident

Category: -----

Urgency: Medium

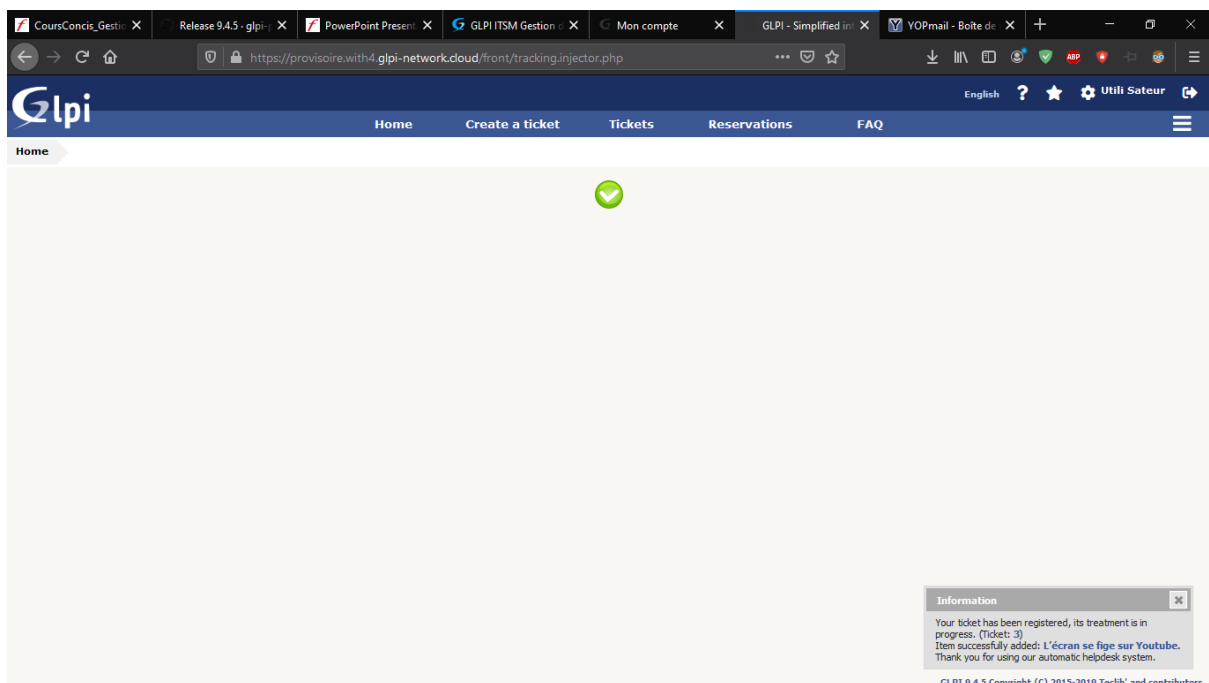
Associated elements: My devices: Computer - Ord1

Location: -----

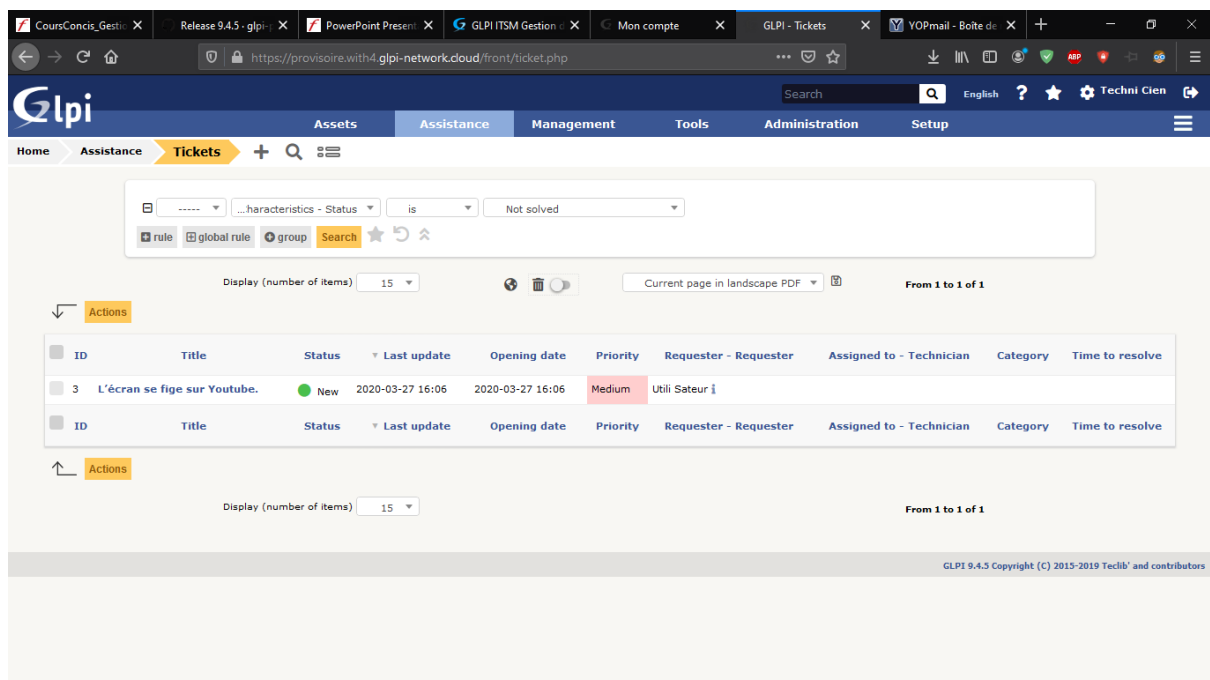
Watchers: -----

Title: -----

Description: L'écran se fige sur Youtube.



Connexion Technicien :

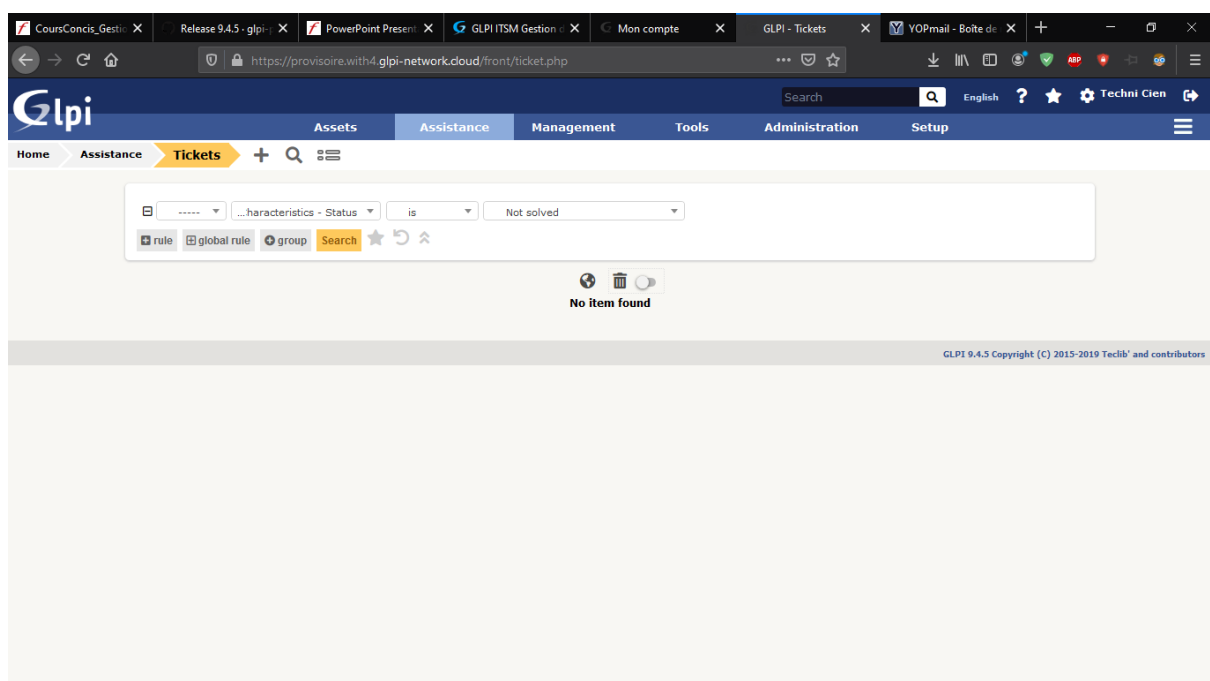


The screenshot shows the GLPI Tickets interface. The top navigation bar includes 'Home', 'Assistance', 'Tickets', 'Assets', 'Assistance', 'Management', 'Tools', 'Administration', and 'Setup'. The 'Tickets' section is active. Below the navigation bar, there is a search bar and a filter bar. The filter bar shows '...characteristics - Status' is 'Not solved'. Below the filter bar, there is a table of tickets. The table has columns: ID, Title, Status, Last update, Opening date, Priority, Requester - Requester, Assigned to - Technician, Category, and Time to resolve. There is one ticket with ID 3, Title 'L'écran se fige sur Youtube.', Status 'New', Last update '2020-03-27 16:06', Opening date '2020-03-27 16:06', Priority 'Medium', Requester 'Utilisateur', and Assigned to 'Technicien'. The table is followed by a footer that says 'GLPI 9.4.5 Copyright (C) 2015-2019 Teclib' and contributors'.

ID	Title	Status	Last update	Opening date	Priority	Requester - Requester	Assigned to - Technician	Category	Time to resolve
3	L'écran se fige sur Youtube.	New	2020-03-27 16:06	2020-03-27 16:06	Medium	Utilisateur	Technicien		

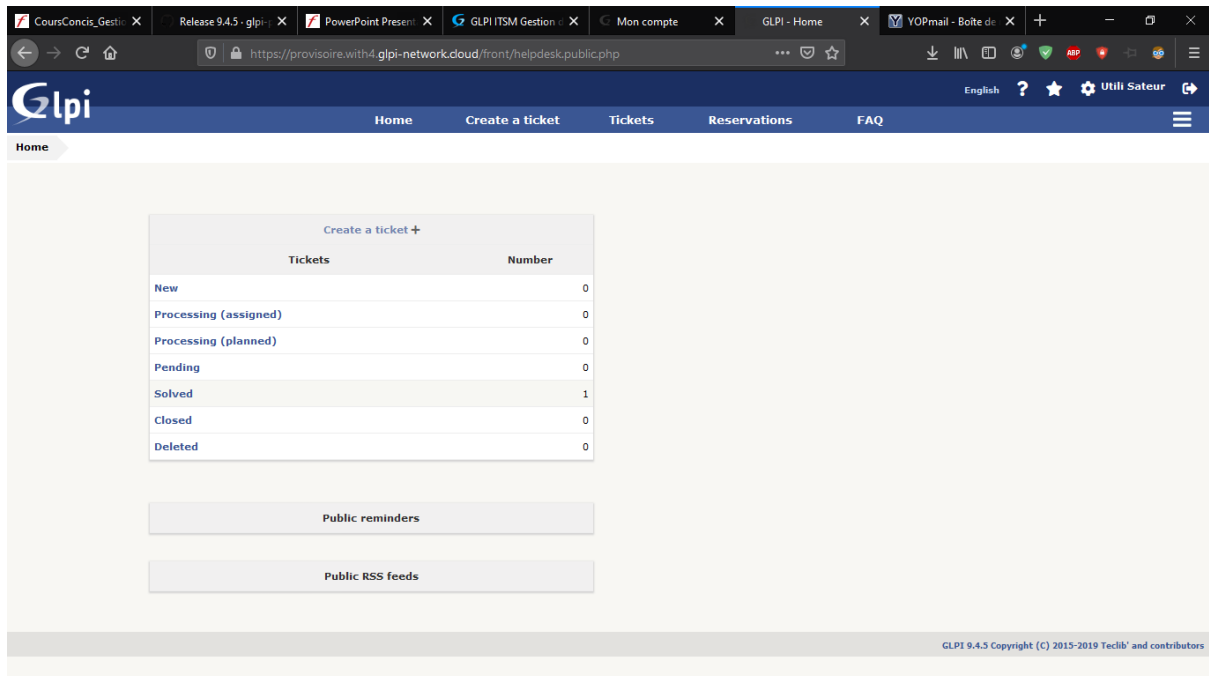
Validation du ticket :

( J'ai changer le Status sur : Solved ) ( désolé j'ai oublié le screen)



The screenshot shows the GLPI Tickets interface. The top navigation bar is the same as the previous screenshot. The 'Tickets' section is active. Below the navigation bar, there is a search bar and a filter bar. The filter bar shows '...characteristics - Status' is 'Not solved'. Below the filter bar, there is a message that says 'No item found'. The footer is the same as the previous screenshot.

## Re connexion Utilisateur :



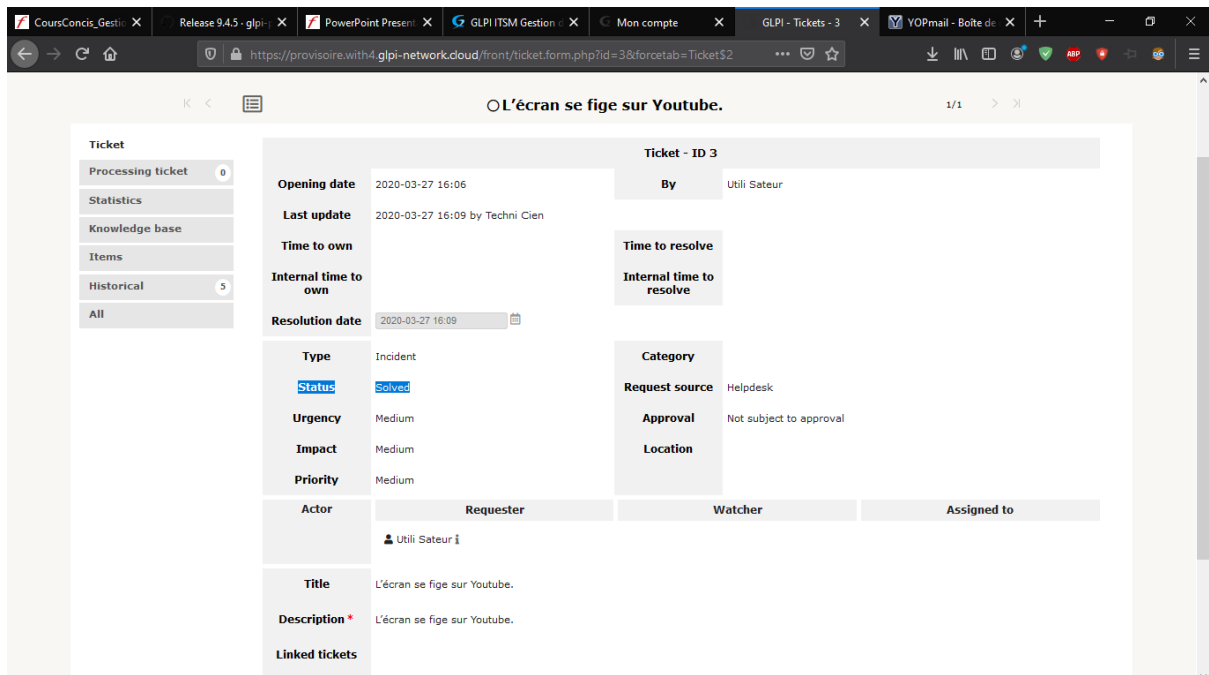
The screenshot shows the GLPI Home page. The top navigation bar includes links for Home, Create a ticket, Tickets, Reservations, and FAQ. The main content area displays a table of ticket statistics and two buttons for public reminders and RSS feeds.

Tickets	Number
New	0
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	1
Closed	0
Deleted	0

Buttons: Public reminders, Public RSS feeds

Footer: GLPI 9.4.5 Copyright (C) 2015-2019 Teclib' and contributors

## Ticket résolue :



The screenshot shows the GLPI Ticket form for a solved ticket. The ticket is titled "L'écran se fige sur Youtube." and is in the "Solved" status. The form displays various fields including opening date, last update, time to own, internal time to own, resolution date, type, category, request source, approval, location, actor, requester, watcher, and assigned to.

**Ticket - ID 3**

**Opening date:** 2020-03-27 16:06  
**Last update:** 2020-03-27 16:09 by Techni Cien  
**Time to own:**  
**Internal time to own:**  
**Resolution date:** 2020-03-27 16:09

**Type:** Incident  
**Status:** Solved  
**Urgency:** Medium  
**Impact:** Medium  
**Priority:** Medium

**Category:** Helpdesk  
**Request source:** Not subject to approval  
**Approval:** Not subject to approval  
**Location:**

**Actor:** Utili Sateur  
**Requester:** Utili Sateur  
**Watcher:**  
**Assigned to:**

**Title:** L'écran se fige sur Youtube.  
**Description:** L'écran se fige sur Youtube.  
**Linked tickets:**