



Knowledge Tip

How to Reopen ticket in SDP

Document Approver: Rick Dadez

Reviewer: Sumit Kumar

Author: Devaraj Sabbithi

Document number: QP-RS-KA-35

Date of Release: 21st July 2022



Table of Content

1. How to Reopen Ticket from ServiceDesk Portal..... ERROR! BOOKMARK NOT DEFINED.

Review & Approval Record

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions
1	07/21/2022	New	Devaraj Sabbithi	Sumit Kumar	Rick Dadez	New Version - 1.0

Amendment Record / Control Sheet (ACS)

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions

Document Approvers

Document approval is maintained in the repository and can be found at:

Title or Role	Approver Name
Document Owner	Amar Patil
Document Reviewer	Sumit Kumar
Document Approver	Rick Dadez

Document Review Plans

Necessary reviews and updates to this document are defined below:

- The document will be reviewed on Yearly basis, or as and when required
- As required to correct or enhance information content

How to Find the Latest Revision of this Document

The latest revision of this document may be obtained as follows: Shared Drive and Teams folder

Document Distribution and Notification

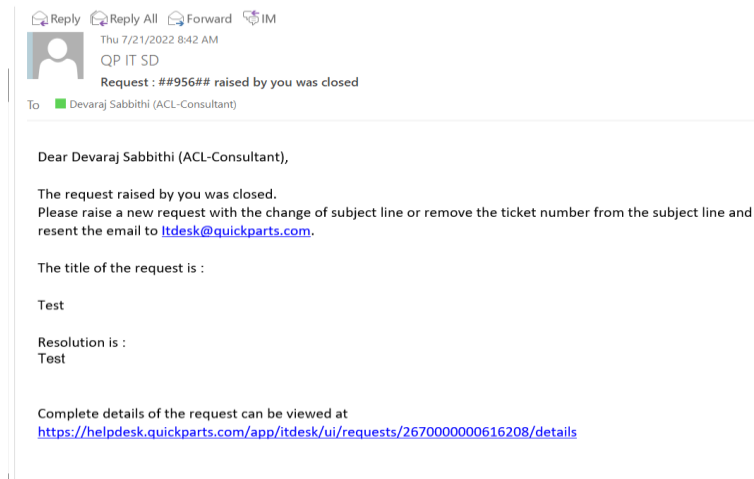
Printed copies are for reference only and are not controlled. The user is responsible to work only from the current document revision.



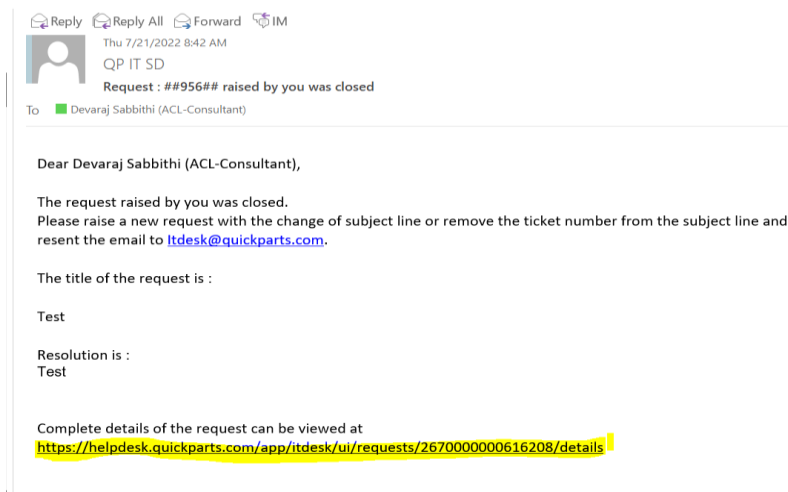
Reopen the Ticket from ServiceDesk Portal

Steps to Follow -

1. After closing the ticket requester will get a link on the email as shown below.



2. Click on the below link which is highlighted.





3. Now it will ask to sign in with Requester email ID.

This is a screenshot of a web-based sign-in interface. At the top left is a green square icon with a white stylized 'Q'. Below the icon, the text 'Sign in' is in bold, followed by 'to access ServiceDesk Plus' in a smaller font. There is a light gray rectangular input field containing the placeholder text 'Email address or mobile number'. Below the input field is a prominent blue button with the word 'NEXT' in white capital letters. At the bottom of the form area, there is a blue hyperlink that reads 'Forgot Password?'. The entire form is centered between two thin vertical gray lines.

4. Sign in with your credentials and click on next.

This is a screenshot of the same sign-in interface as above, but with the email address 'devaraj.sabbithi@quickparts.com' entered into the input field. The text is highlighted in yellow. The 'NEXT' button and the 'Forgot Password?' link remain visible below the input field.

5. Now it will ask for OTP and OTP will get to your email Address as Shown below.



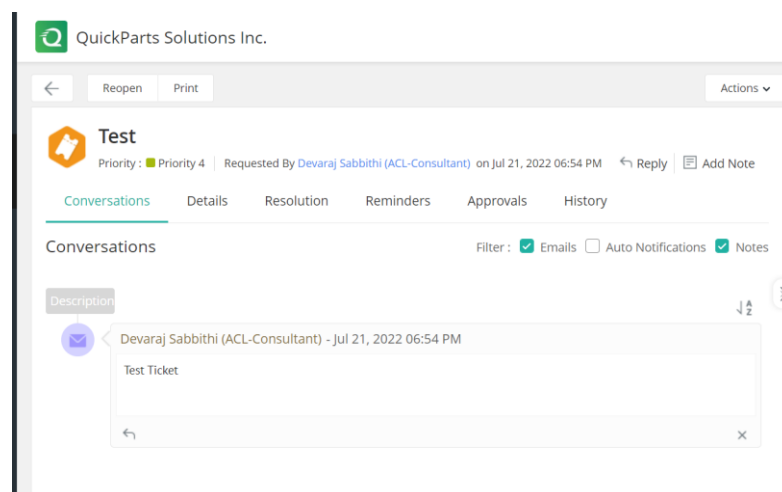
Hi Devaraj !

Use the following one-time password (OTP) to sign in to your Zoho account.

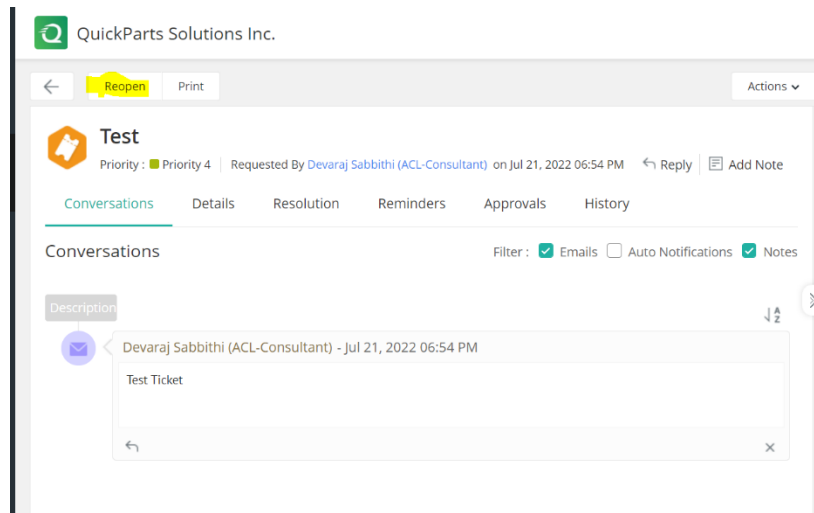
This OTP will be valid for 15 minutes till 21 Jul 2022 07:30 PM.

8687300

6. Now Ticket will open which is raised.



7. Now requester will find a custom field to reopen the ticket as highlighted.



8. Click on reopen.

Reopen ✕

Subject* Re: [Request ID :##961##] : Test

Description

B *I* U ≡ **F** 10

Category : Others
Description :
Test Ticket

Status : Closed

Regards,
Quick Parts IT

Attachments +

Add Conversation Cancel

9. Now Click on Add conversation and ticket will reopen as shown below.



QuickParts Solutions Inc.

Incident Request

Test

Priority: Priority 4 | Requested By: Devaraj Sabbithi (ACL-Consultant) on Jul 21, 2022 06:54 PM

Conversations | Details | Resolution | Reminders | Approvals | History

Conversations

Filter: ☒ Emails ☐ Auto Notifications ☒ Notes

Today

Devaraj Sabbithi (ACL-Consultant) - Jul 21, 2022 07:21 PM

Re: [Request ID :##961##] : Test

To : itdesk@quickparts.com

Category : Others
Description :
Test Ticket

Request ID: # 961
Status: Open
Priority: Priority 4
Technician: Montu Satelu
Group & Site: Service Desk Support , Pune
Reminders: 0
Approval Status: Not Configured
Attachments: 0
Responded Date: Jul 21, 2022 07:10 PM
Due By: -

REQUESTER DETAILS

Devaraj Sabbithi (ACL-Consultant)
devaraj.sabbithi@quickparts.com
[View Full Details](#)

End of Document!