{Demonstrating OSTicket: A Help Desk System in Action}

-Overview-

OSTicket is an open-source help desk and ticketing system commonly used in IT support and customer service. In this project, we will demonstrate how to set up OSTicket on a virtual machine (VM) and show how it works from both the end user's and the IT support specialist's perspectives.
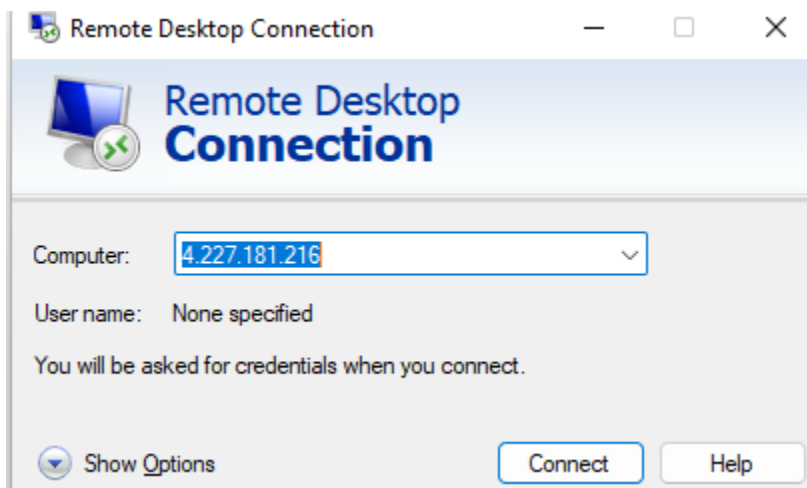
-Environments Used-
- Azure

- Windows 10

-Technology/Services Used-
- Azure Virtual Machines
- OSTicket System

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-How To Use A VM-

1.Open Microsoft Azure

2.Create a Resource group

3.Create a VM

4.Once The VM is created open remote desktop

5.Enter Public IP into (RDC)

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-OSTicket from end user's POV-

The end user (customer or client) submits a ticket when they experience an issue. For example, a client may submit a ticket about a **permission error**.

This allows the IT support team to be notified of the issue and begin troubleshooting.
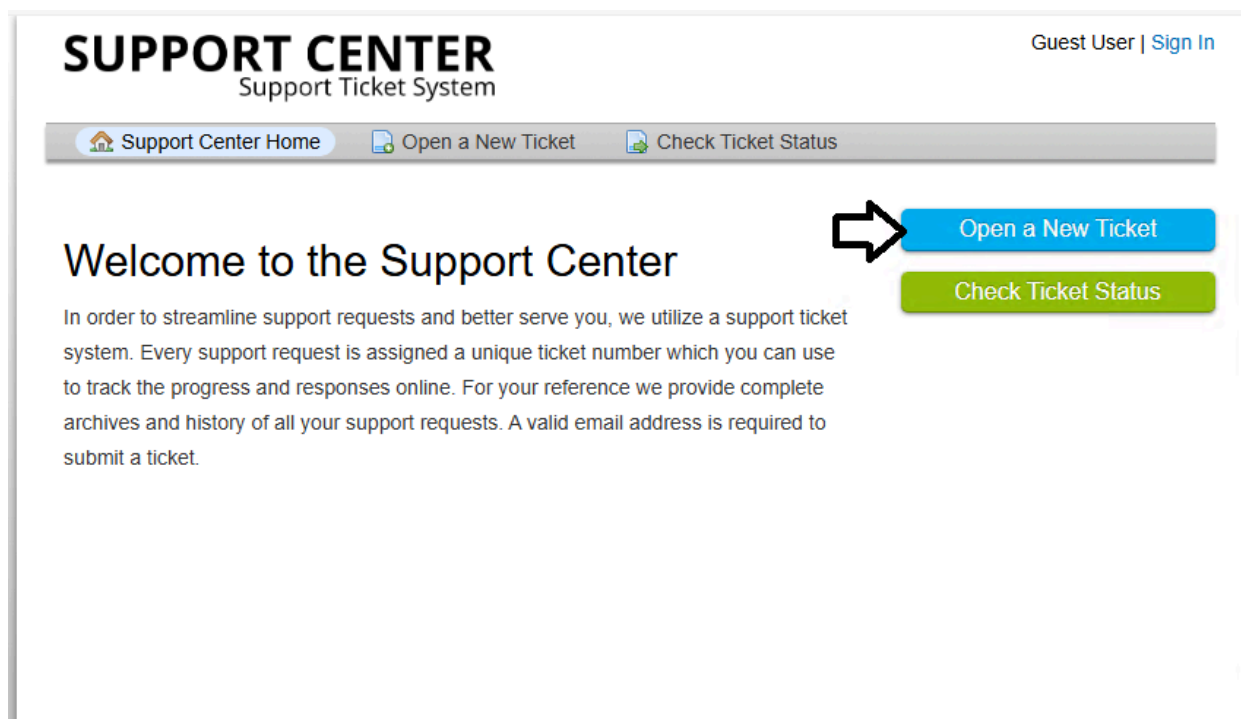
SUPPORT CENTER
Support Ticket System

🏠 Support Center Home | 🗒 Open a New Ticket | 🗒 Check Ticket Status

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *
JaneDoe@gmail.com

Full Name *
Jane Doe

Phone Number
[   ] Ext: [   ]

Help Topic

Report a Problem / Access Issue ▾ *

Ticket Details
Please Describe Your Issue

Issue Summary *
Permission denied error

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I just got added to the Finance team, but I don't have access to the shared Finance folder on the network drive. When I try to open it, I get a 'Permission Denied' error. Can you grant me the correct permissions?

all changes saved

⊕ Drop files here or choose them

➡ [Create Ticket] Reset Cancel

Above we see that the "Client" has submitted a ticket about a permission error. Now we head over to the IT's POV to resolve the issue.

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Here we have the OSTicket List of open tickets that are needed to be completed by the IT support team.

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This here is IT support giving back a response and resolution to the problem that was submitted.

Ticket #520384

Permission denied error

Status:	Open	**User:**	👤 Jane Doe (1) 👥 (Manage Collaborators)
Priority:	High	**Email:**	JaneDoe@gmail.com
Department:	Support	**Source:**	Web (::1)
Create Date:	9/12/25 8:28 PM		

Assigned To:	Caleb Breeden	**Help Topic:**	Report a Problem / Access Issue
SLA Plan:	Default SLA	**Last Message:**	9/12/25 8:28 PM
Due Date:	9/17/25 8:00 AM	**Last Response:**	

Ticket Thread (1) | Tasks

Jane Doe posted 9/12/25 8:28 PM

I just got added to the Finance team, but I don't have access to the shared Finance folder on the network drive. When I try to open it, I get a 'Permission Denied' error. Can you grant me the correct permissions?

🔧 Created by 👤 **Jane Doe** 9/12/25 8:28 PM

Post Reply | Post Internal Note

From: Support <breedencaleb11@gmail.com> ⌄

Recipients: "Jane Doe" <JaneDoe@gmail.com>
▸ Collaborators

Reply To: All Active Recipients ⌄ ❓

Response: Select a canned response ⌄

Hi Jane Doe,

Thank you for reaching out. I understand you're receiving a *"Permission Denied"* error when trying to access the Finance shared folder. Since you've just been added to the Finance team, it's likely your account needs updated group permissions.

I'll go ahead and submit a request to have your account added to the Finance security group. Once the update is processed, you should be able to access the folder. This typically takes [Up to 24 hours] to take effect.

I'll notify you once the permissions have been applied. In the meantime, please let me know if you need urgent access, and I can escalate the request.

Best regards,
(Caleb Breeden)
IT Support

-CONCLUSION-

OSTicket provides a simple and efficient way to handle IT support requests. Users can easily submit issues, and IT support specialists can track, manage, and resolve tickets in an organized system.