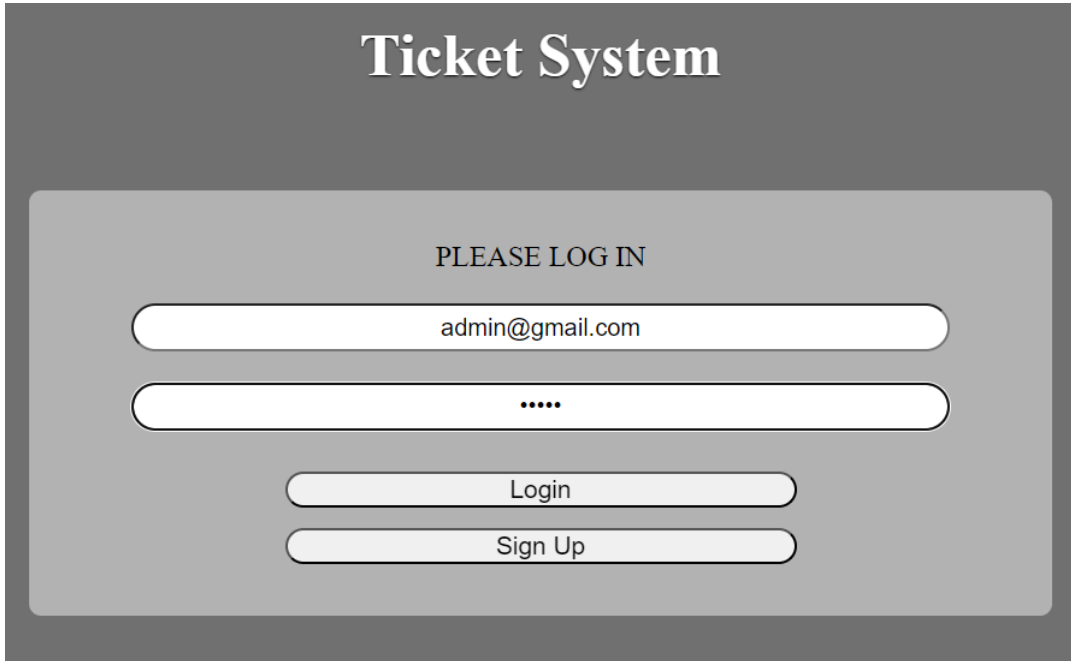


Ticket System User Manual

Developed by Ryan Thompson

1. Access your preferred web browser and go to the following link:
 - a. Tempname.online
2. Log in using your credentials on the home page. If you do not have a home page, please refer to step 3. Otherwise, proceed to step 4.



The image shows a login interface for a 'Ticket System'. The title 'Ticket System' is at the top in a large, white, serif font. Below it, the text 'PLEASE LOG IN' is centered. There are two input fields: the first contains 'admin@gmail.com' and the second contains six dots. Below these fields are two buttons: 'Login' and 'Sign Up'.

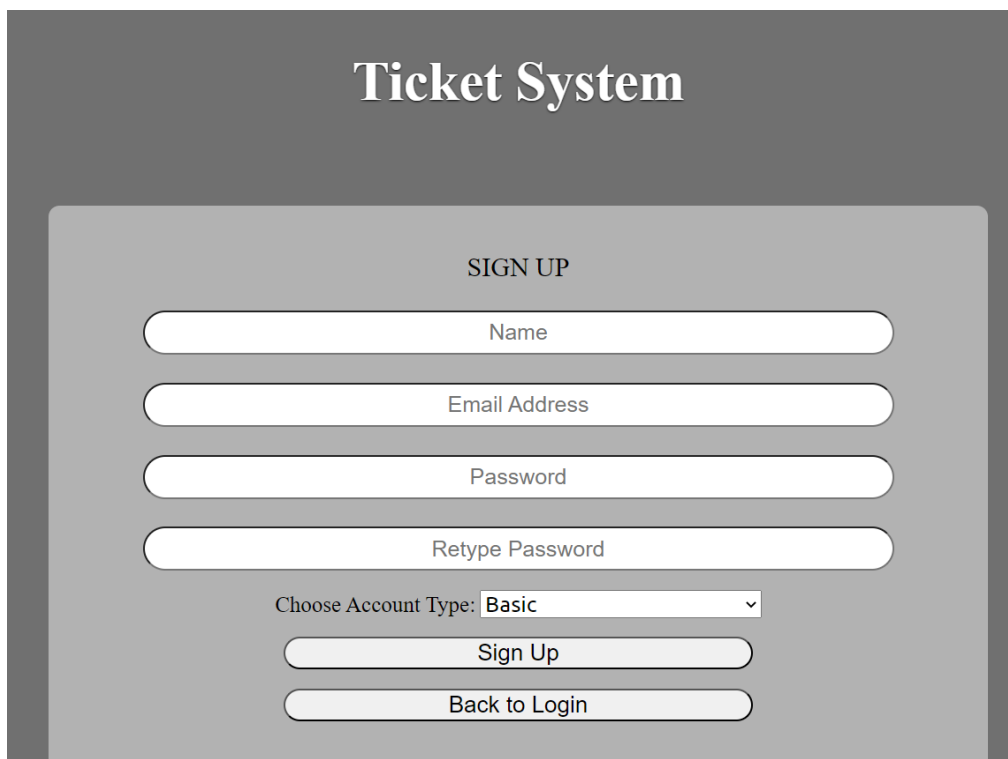
Ticket System

PLEASE LOG IN

Login

Sign Up

3. Click the signup button on the home page, beneath login. Be sure to select information you will remember and not to share it with anybody. If you have privileges to create an admin account, change the account type to 'Admin' before hitting 'Sign Up'.



The image shows a sign-up interface for a 'Ticket System'. The title 'Ticket System' is at the top in a large, white, serif font. Below it, the text 'SIGN UP' is centered. There are four input fields: 'Name', 'Email Address', 'Password', and 'Retype Password'. Below these fields is a dropdown menu labeled 'Choose Account Type:' with 'Basic' selected. At the bottom are two buttons: 'Sign Up' and 'Back to Login'.

Ticket System

SIGN UP

Choose Account Type: Basic

Sign Up

Back to Login

4.

- a. Basic Account: The 'Add Ticket' button is to create new tickets to send to other departments and can be viewed by the other department admins. Filtering tickets can allow you to view either by 1 of the 4 statuses, or by department. Please note: you must hit filter in order to view the changes to the submitted tickets. By default, it will show all available tickets (if applicable). To log out, simply hit the 'Logout' button in the top right.

Welcome to the Help Desk Ticket System

Add TicketLogout

Filter Tickets

Filter By Department:

IT Help Desk

Filter By Status:

Submitted

Filter

Submitted Tickets

Ticket 5

IT Help Desk

Edit

Submitted

Computer Blue Screen

Ticket 1

IT Help Desk

Edit

Submitted

WIFI issues: Can't connect

- i. Add Ticket: First, select a department that the ticket should be directed to. Then, write the problem you are having. Once finished, please select 'Submit Ticket.' That will send you to a confirmation page if nothing went awry and you should be good to return to the home page using the button provided. Or, if you would like to cancel your submission, please select 'Back to Home Page.'

Create Ticket

Choose Department: IT Help Desk

Describe The Issue:

Description

Submit Ticket

Back to Home Page

- ii. Edit Ticket: Clicking the 'Edit' button on a ticket will let you view what you have previously submitted as well as send updates regarding that ticket. To update, simply type your message in the text box above the button and submit by pressing the 'Update Ticket' button. To cancel, simply hit 'Back to Home Page.'

Update Ticket

Student Living/Housing

Pay Semester Rent

Status:

Submitted

Update Message:

Update

Update Ticket

Back to Home Page

- b. Admin Account: Almost identical to the Basic Account, however, each ticket will let you edit the ticket rather than simply view them. If you have any questions about other functions your account has, please refer to the Basic Account section (4a).

Welcome to the Help Desk Ticket System

[Add Ticket](#)[Logout](#)

Filter Tickets

Filter By Department:

Filter By Status:

Filter

Submitted Tickets

Ticket 10

Registrar

Edit

Submitted

Co-Requisite Waiver

Ticket 9

Student Living/Housing

Edit

Submitted

Pay Semester Rent

Ticket 8

Student Living/Housing

Edit

Submitted

Rent Late Fee

Ticket 7

Registrar

Edit

Submitted

Duplicate Class Registration

Ticket 6

Financial Aid

Edit

Submitted

Missing Scholarship Funds

Ticket 5

Ticket 4

Ticket 3

Ticket 2

Ticket 1

- i. Edit Ticket: Clicking the 'Edit' button on the ticket will pull up a new page to enable you to update the ticket's status and any additional messages. To update the status, please select the dropdown and select which state the ticket is in (Submitted, In Progress, Requires Follow-up, or Completed). Please be reasonable with the message's length. Once the information is done, you can hit 'Update Ticket' to send an update to the database, or 'Back to Home Page' to cancel the update.

Update Ticket

Registrar
Co-Requisite Waiver
Status:
Submitted

Update Message:

Update

Update Ticket

Back to Home Page