**HelpDesk System User Training**

Acknowledgment of user training by internal end users

**About the document**

This document outlines the training provided for accessing and utilizing the Helpdesk system. It covers essential functions such as submitting and managing tickets, reassigning tickets, responding to ticket owners, adding internal notes, viewing personal tickets, and reviewing closed tickets.

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Name Of Person Being Trained DATE

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Signature

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| **WOMENS UNIVERSITY OF AFRICA** | | |
| ***HELPDESK TRAINING ITEMS*** | | |
| **ISSUE** | **COMMENTS ON TRAINIG PROVIDED** | **STATUS OF TRAINING** |
| How to access helpdesk |  |  |
| How to access open and closed tickets |  |  |
| How to close a ticket |  |  |
| How to reassign a ticket |  |  |
| How to write an internal note |  |  |
| How to respond to the ticket owner |  |  |