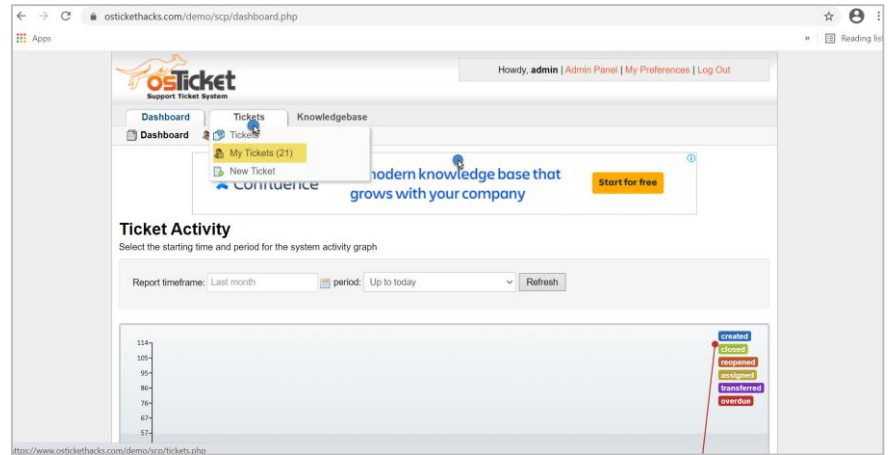# Frequently Asked Questions – OS Ticket

Helpdesk Agent FAQs

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1. How to access My Tickets? As Helpdesk Agent, log in to helpdesk system with provided username and password. • Go to **Tickets > My Tickets**	
2. How to respond to a ticket? To respond to a ticket in osTicket System, do the below steps: 1. After logging in to system, go to **Tickets > My Tickets** 2. To respond to a ticket, click the ticket number link under the **Ticket** header or click the subject link under the **Subject** header. Basic information of the ticket shows **Status, Priority, Department, Assigned To, SLA Plan**, and all other details. 3. Enter the response in the **Response** field under the **Post Reply** tab and click **Post Reply**	
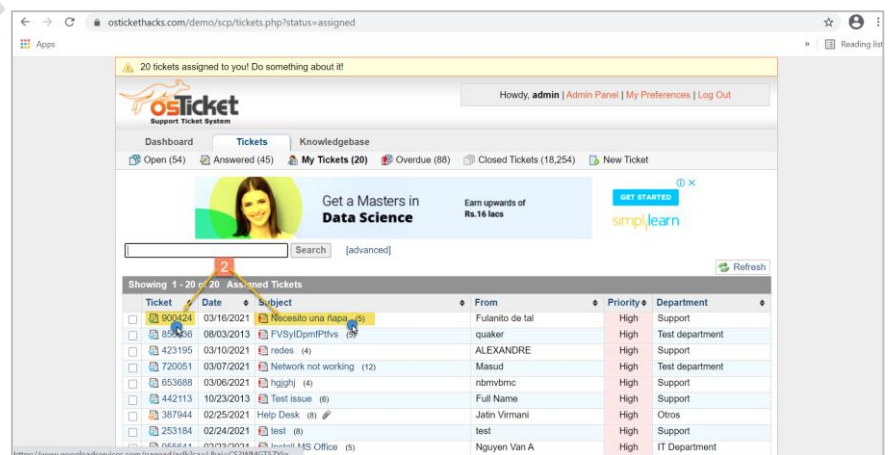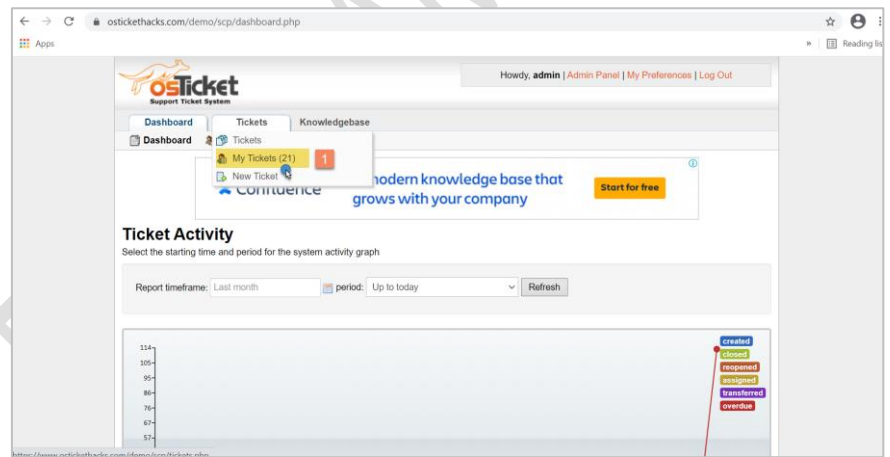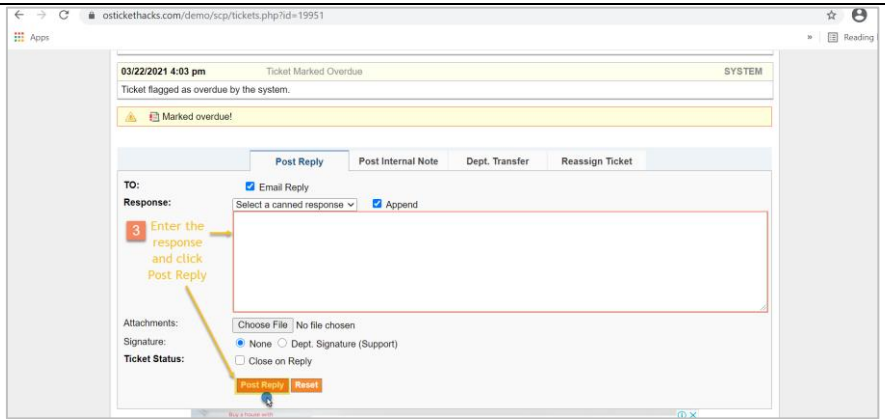
3. How to delete tickets in osTicket System?

To delete a ticket in osTicket System, do the below steps:

1. After logging in to system, go to **Tickets > My Tickets**

2. Select the check box(es) of the required ticket(s) and click **Delete** at the bottom.

3. A pop-up box will appear and click **Yes, Do it!** to confirm closing the ticket(s).
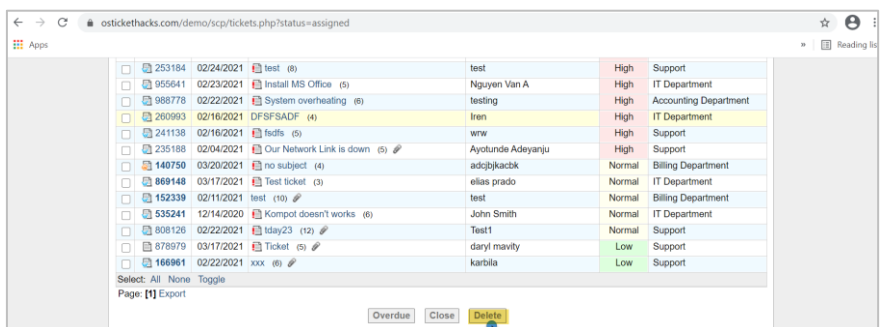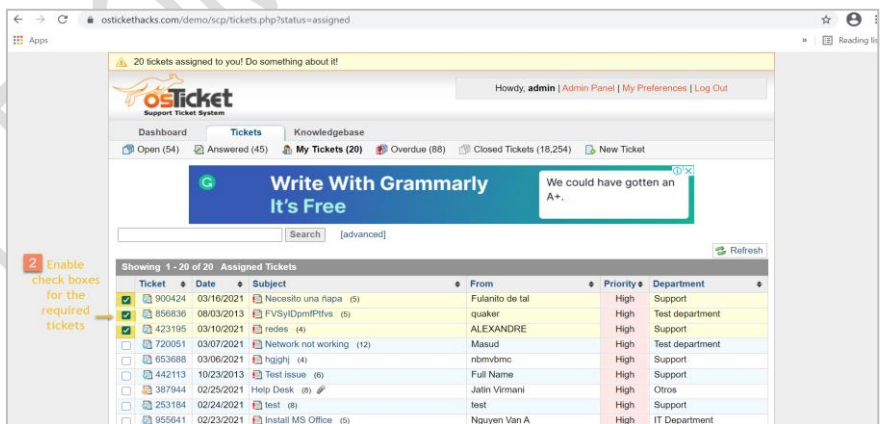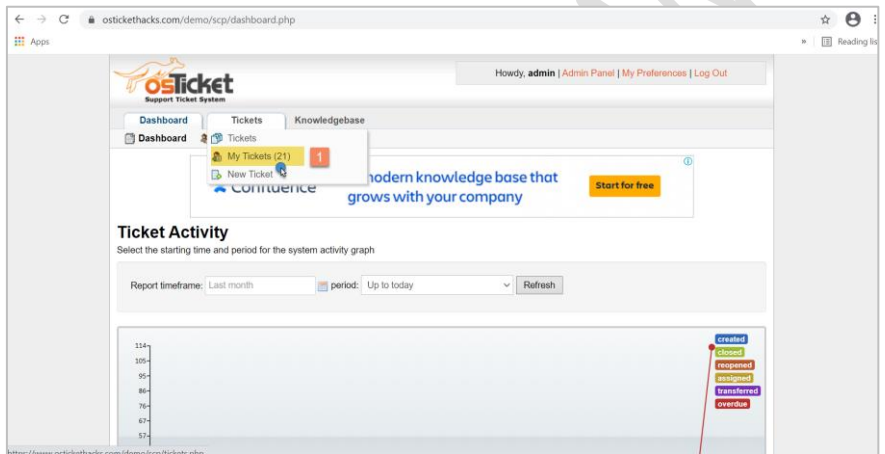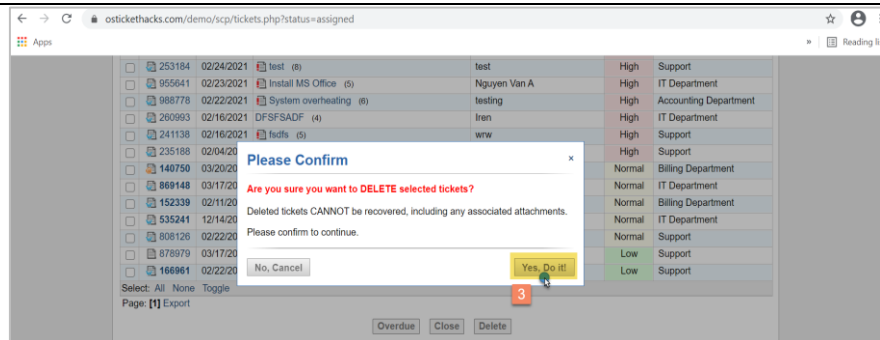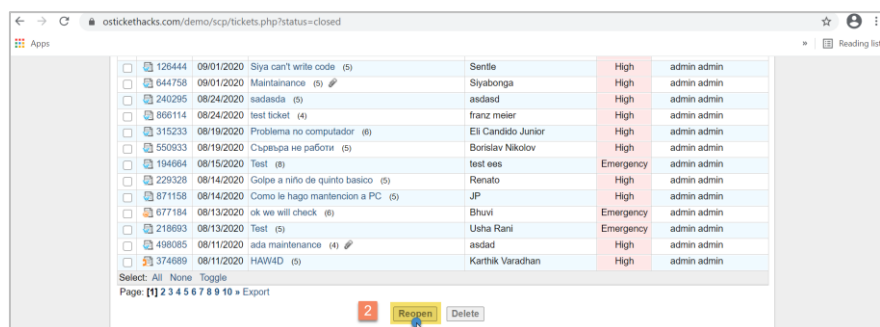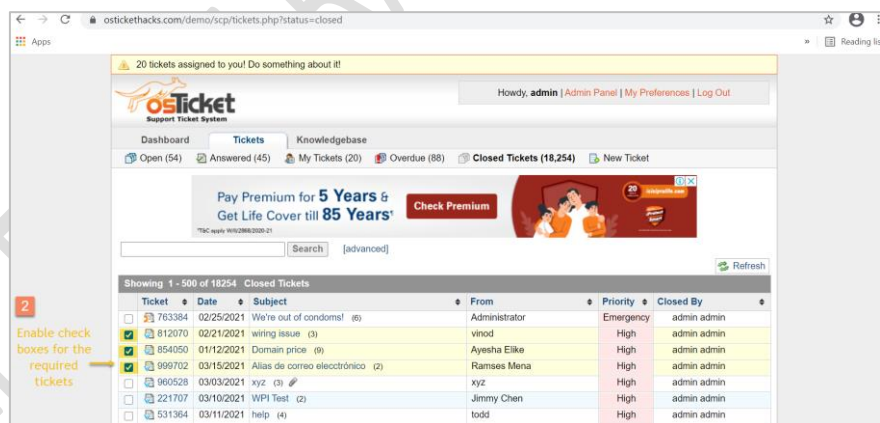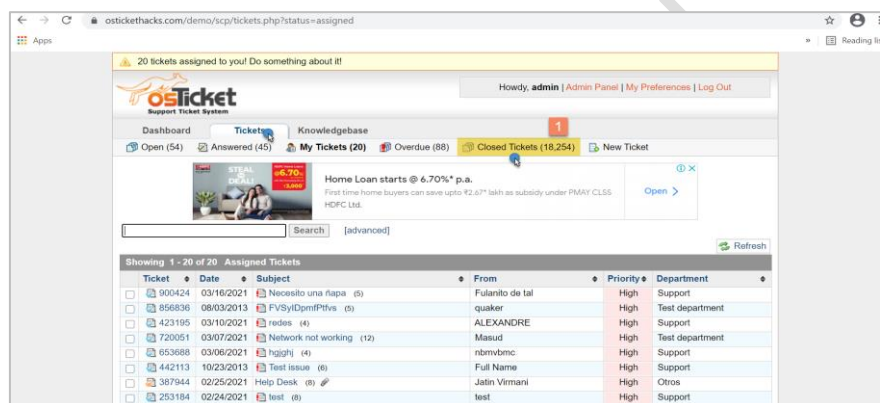
4. How to reopen tickets in osTicket System?

To reopen a ticket in osTicket System, do the below steps:

1. After logging in to system, go to **Tickets > Closed Tickets**.

2. Select the check box(es) of the required ticket(s) and click **Reopen** at the bottom

3. A pop-up box will appear and click **Yes, Do it!** to reopen the closed ticket(s).

☐ 📄 126444	09/01/2020	Siya can't write code (5)		Sentle	High	admin admin
☐ 📄 644758	09/01/2020	Maintainance (5) 📎		Siyabonga	High	admin admin
☐ 📄 240295	08/24/2020	sadasda (5)		asdasd	High	admin admin
☐ 📄 866114	08/24/2020	test ticket (4)		franz meier	High	admin admin
☐ 📄 315233	08/19/2020	Problema no computador (6)		Eli Candido Junior	High	admin admin
☐ 📄 550933	08/19/20				High	admin admin
☐ 📄 194664	08/15/20				Emergency	admin admin
☐ 📄 229328	08/14/20				Emergency	admin admin
☐ 📄 871158	08/14/20				High	admin admin
☐ 📄 677184	08/13/20				Emergency	admin admin
☐ 📄 218693	08/13/20				Emergency	admin admin
☐ 📄 498085	08/11/20				High	admin admin
☐ 📄 374689	08/11/20	HAW4D (5)		Karthik Varadhan	High	admin admin

Please Confirm ×

Are you sure want to **reopen** selected closed tickets?

Please confirm to continue.

No, Cancel   3 Yes, Do it!

Select: All None Toggle
Page: [1] 2 3 4 5 6 7 8 9 10 » Export

Reopen   Delete

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5. How to close tickets in osTicket System?

To close a ticket in osTicket System, do any of the below steps:

- In the ticket listing page, select the check box(es) of the required ticket(s) and click **Close** in the middle. A pop-up box will appear and click **Yes, Do it!** to confirm closing the ticket(s).
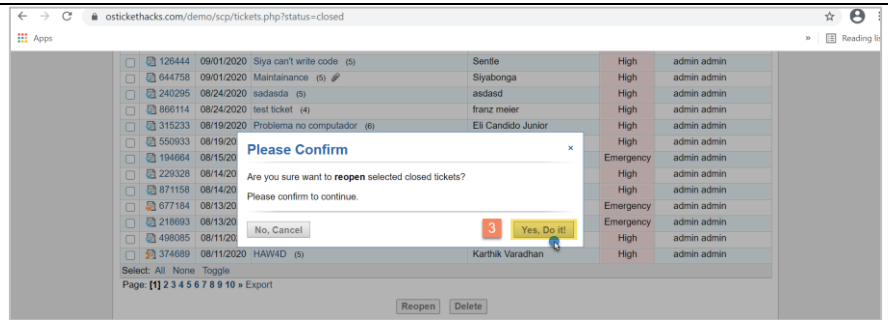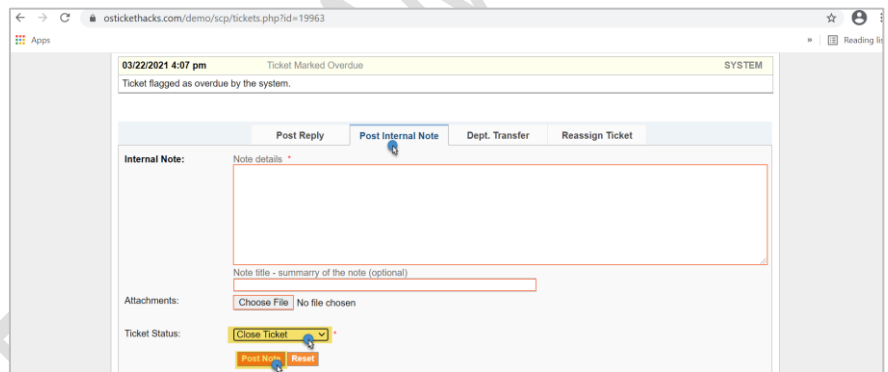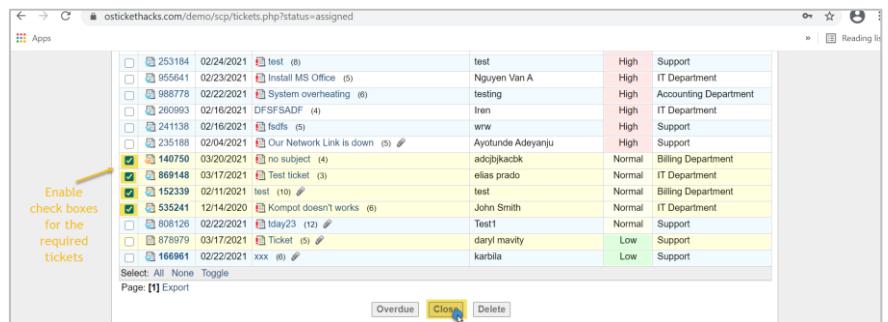
  -Or-

- To close a ticket under the **Post Internal Note** tab at the bottom of a ticket, enter an internal note, and change the **Ticket Status** for that ticket as **Close Ticket**.
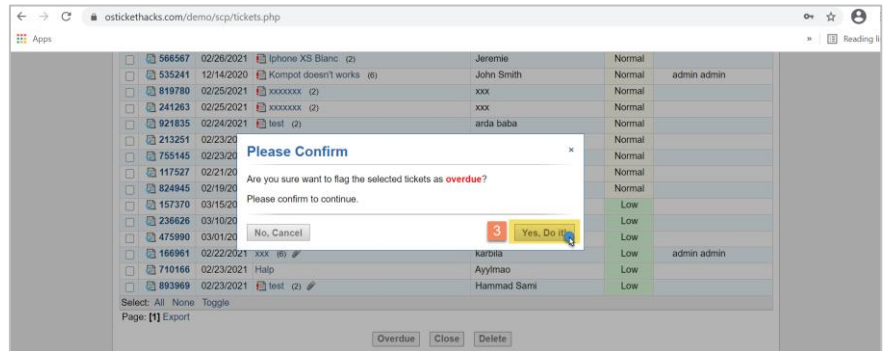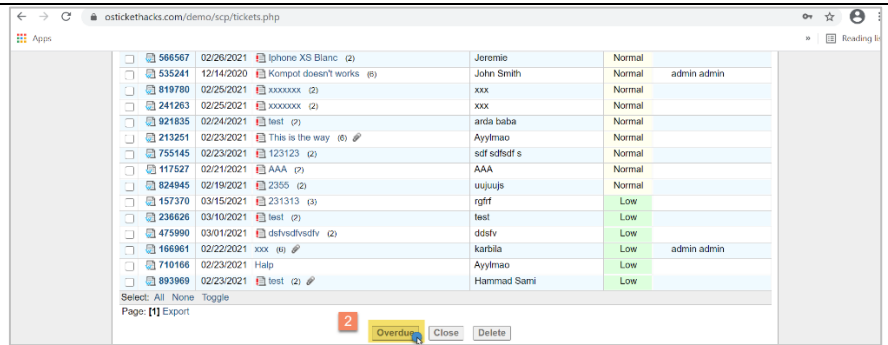

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6. How to mark tickets as Overdue in osTicket System?

To mark a ticket as Overdue in osTicket System, do the below steps:

1. After logging in to system, go to **Tickets** in the menu

2. Select the check box(es) of the required ticket(s), and click **Overdue** at the bottom.

3. A pop-up box will appear and click **Yes, Do it!** to confirm the selected ticket(s) as overdue.
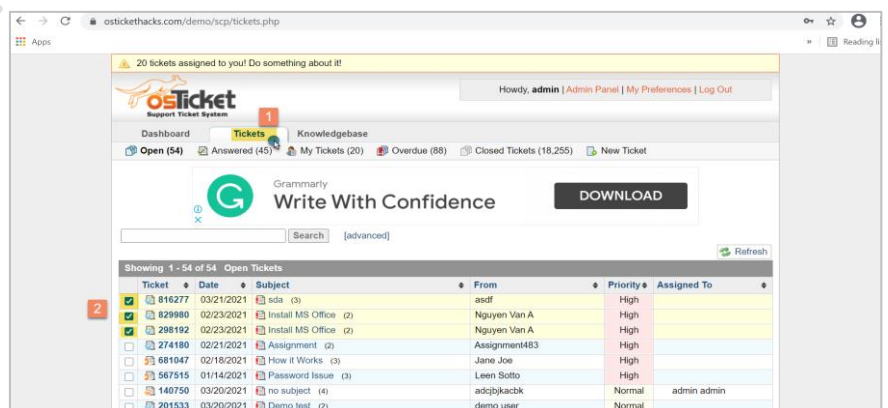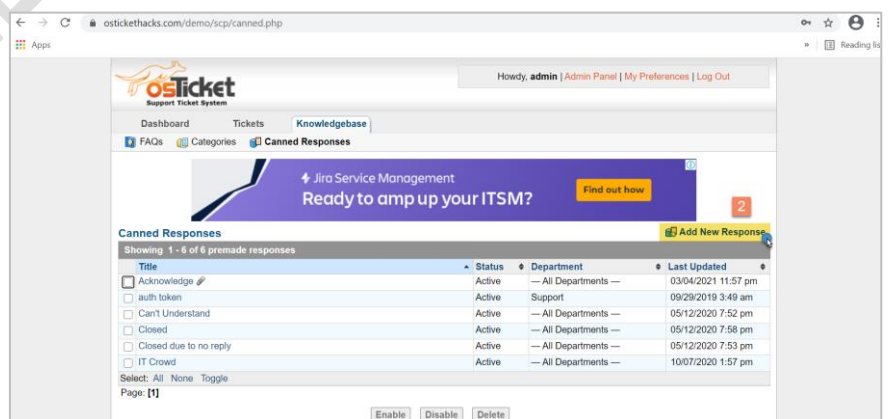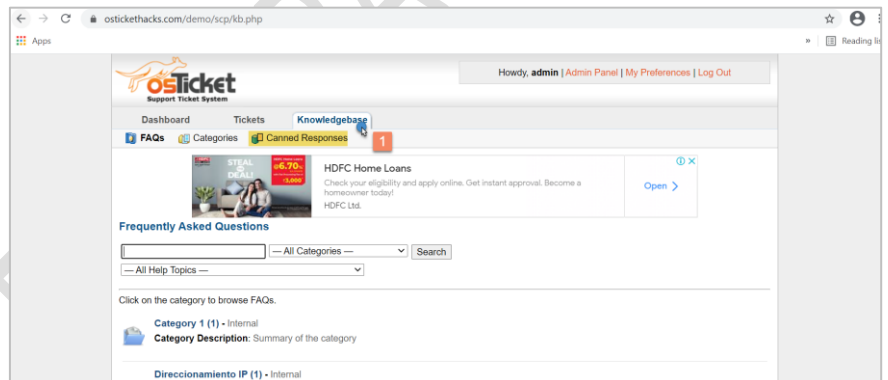
7. How to add canned response? To create a canned response for quick answers to common questions/a specific phrasing of a response for agents, do the below steps: 1. After logging in to system, go to **Knowledgebase > Canned Responses** 2. Click **Add New Response** at the right 3. Fill all the details as required and click **Add Response** at the bottom	

End User FAQs

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1. How to open a new ticket?
 	
To open a new ticket, do the following steps:
 	
   1. Visit the client portal page of the help desk and click **Open a New Ticket** either from the menu tab at the top or button at the left bottom.
 	
You will be redirected to a blank ticket form.
 	
   2. Enter the required details for the ticket. After entering the details, click **Create Ticket**.

2. How to check ticket status?

To check a ticket status, do the following steps:

1. Visit the main page of the help desk and click **Check Ticket Status** either from the menu tab at the top or button at the right bottom.

You will be redirected to a check ticket status page.

2. Type the **Email Address, Ticket ID** and click **View Status.**

The email address related to the user account will display an access link to the ticket thread.
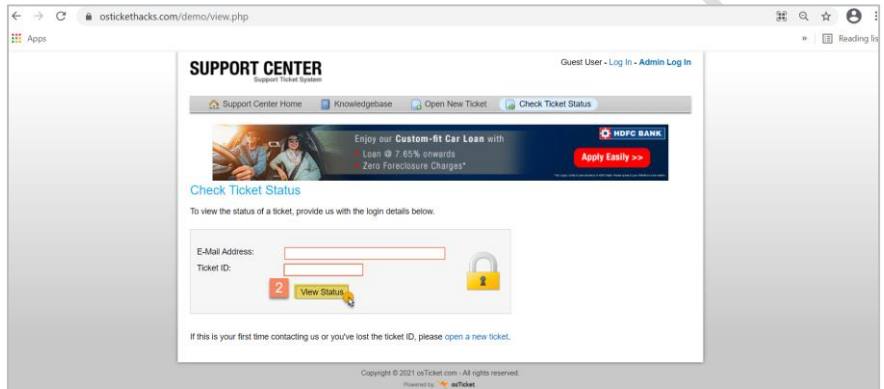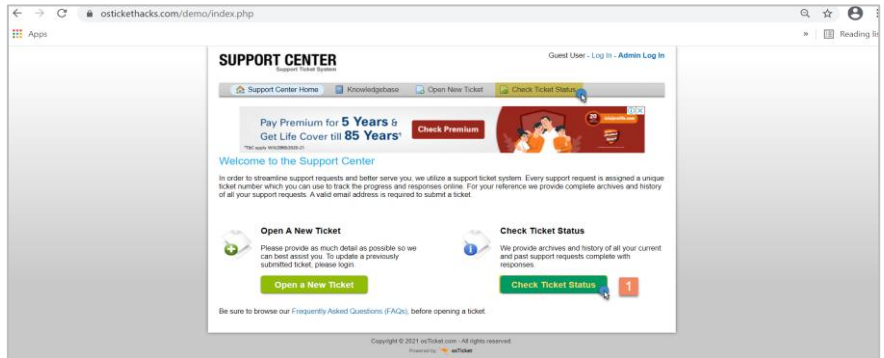
3. How to access knowledgebase articles?

To access knowledgebase articles, do the following steps:

1. Click **Knowledgebase** from the menu tab at the top of the page.

2. Click any one of the categories to browse **FAQs**.