### Table of Contents

Navigating the page .................................................................................................................. 2  
Landing Page ............................................................................................................................ 2  
Menu Bar ................................................................................................................................. 2  
Submit New Ticket ................................................................................................................... 3  
View my Tickets ....................................................................................................................... 4  
Email Notifications ................................................................................................................ 5  
Updating a ticket ..................................................................................................................... 6  
Advanced Search .................................................................................................................... 7
Navigating the page

Landing Page

The landing page is the first thing you will see upon visiting the Helpdesk website. It has two links that take you directly to the most commonly used areas of the Helpdesk.

Submit New Ticket: If you have a new issue that needs to be raised this is the link to follow.

View my Tickets: If you have previously submitted a ticket and wish to check it's status or provide additional feedback this link will take you directly to a list of tickets you have already submitted.

Menu Bar

The menu bar will show up on the left of your screen on all pages other than the landing.

In addition to the Submit New Ticket and View Tickets options, the menu bar has two new options:

Preferences: Takes you to a page where you can customise your Helpdesk account.

Search Bar: You can type a word or phrase in here to find your tickets related to that phrase. You can also type a ticket number here to go directly to that ticket.
Submit New Ticket

**Subject:** A brief description of the issue being raised.

**Requested From:** Your name will appear here.

**Assigned To:** This field tells you which pool your ticket is being submitted to. This will determine which support staff are informed of the ticket being raised.

**Attachment:** If you wish to provide any files to the representative who takes on your ticket (such as screen shots), you can upload them here. NB Attach the image file (.png, .jpeg or .gif) directly to the ticket rather than inserting in a Word doc and attaching the doc. The image file can be viewed in the ticket by hovering the mouse pointer over the attachment.

**Description:** Enter the full description of your issue in this box.

After you have filled in the subject and description as well as any attachments, click submit and your ticket will be sent through to the appropriate support staff.
View my Tickets

Any ongoing tickets you have will be listed here. Tickets that have been updated since you last viewed them will be displayed in **bold** text.

You can choose which tickets to display using the options at the top of the page.

**My Tickets:** Shows only tickets that you submitted or that require a response from you. **Fyi** indicates tickets that have been marked **For your information**

**Subscribed Tickets:** Shows all tickets you have been subscribed to, which includes any that you submitted, that require a response from you, or that you have been added to for any other reason.

**Advanced Search:** Takes you to a form where you can search through your current and past tickets using a variety of criteria such as the user who submitted them or the date they were submitted.

**Status:** Filters the tickets displayed based on their current status – note that the default option here is **All Active**, which does not include closed tickets. If you wish to view a ticket which has previously been closed, (for example, if the same problem reoccurs or you wish to comment further) you will need to select **closed** or **all active & closed** for this filter.

Click on a ticket’s title to view it’s progress and/or update it with new developments.
Email Notifications

When one of your tickets is updated, you will receive a notification to your diocesan email account.

Do not reply to this notification email – instead you can follow the link in the message to go directly to the ticket if you need to respond.

By default, you will only receive notifications for tickets you have submitted – if you are subscribed to any other tickets and wish to receive email notifications for them, you can bookmark them as detailed in the section below.
Updating a ticket

Updating a ticket is done using a similar form to the new ticket submission, although some additional information and options are available:

**Bookmark:** Clicking on the star near the top centre of the screen will *bookmark* the current ticket. This will cause the ticket to always appear at the top of your list of subscribed tickets and allows you to receive email notifications for the ticket if you were not already.

**Subscribers:** This shows you all users subscribed to the ticket – it may include support staff who are working on the issue as well as other users who the ticket is relevant to.

**Notifies:** This field tells you who will be notified via email when you update the ticket.
Advanced Search

Using this tab you can search through your current and past tickets using a variety of criteria as detailed below.

**Status:** Find tickets that are currently set to a specific status.

**Subscribed:** You can enter a user name here to find only tickets that user is subscribed to.

**Requested:** Searches by the user who submitted the request.

**Subject:** Searches for a word in the title of the ticket.

**Message:** Searches for a word or phrase in the content of the ticket.

**Created:** Allows you to enter a range of dates that tickets must have been created between to match the search criteria.

**Updated:** Enter a range of dates indicating when a ticket was updated.

**My flags:** Choose from a range of options to filter ticket status.

**Bookmark:** If you intend to use a particular search again in the future, the star on the right can be used to create a permanent link to your current search in your menu bar.