Ticket system: Instructions for use [osTicket]

Introduction

In order to improve user support when problems with IT hardware and software occur in the GEMO Group, a notification system called **HelpDesk** has been introduced. A system is used that can be accessed via a web browser.

New problems, error messages or even questions are created as a **ticket** in the HelpDesk. There are two ways to create a new ticket:

1. The user sends an e-mail to it-support@gemo.de.
2. The user surfs the HelpDesk website and opens a new ticket. (Login is optional).

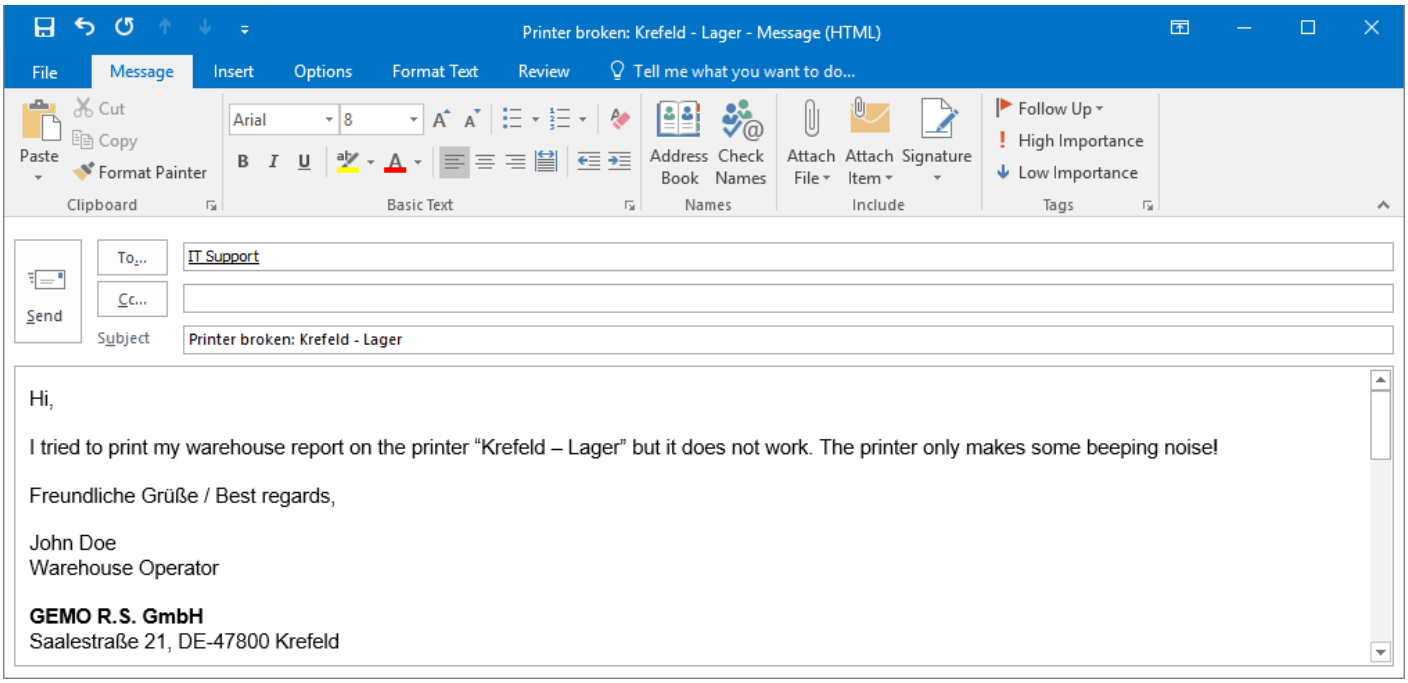
All employees who have a **GEMO Group domain account** also automatically have an account in the HelpDesk system. In practice, these are usually those who have access to corporate email or a corporate computer.

To log in to the website, the same login information must be entered that is used to log in to the computer. Typically, the user name consists of the first letter of the first name and the last name. So the account of *Max Mustermann* should be *M.Mustermann* (case insensitive). The password is usually chosen by the user.

This manual describes how to register new requests and check the status of existing requests.

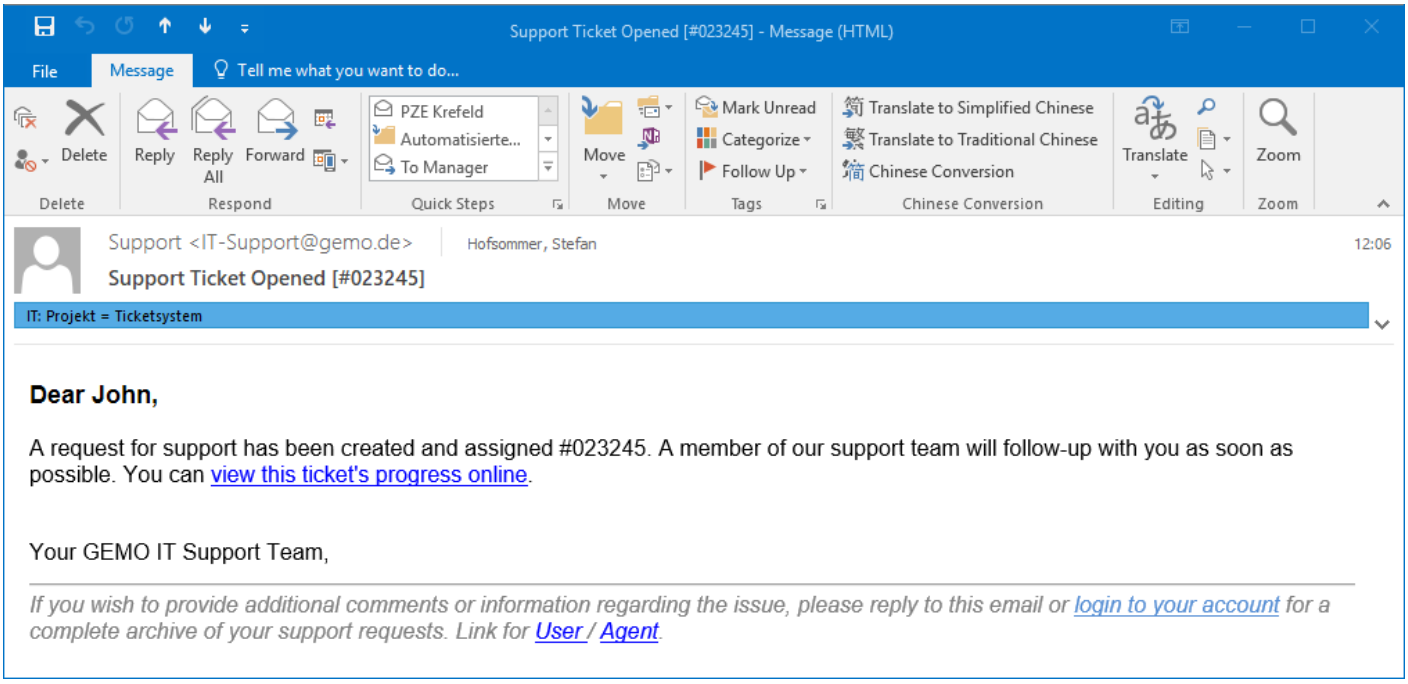
Reporting a problem with an e-mail address

The simplest form of reporting is to send an email to it-support@gemo.de:



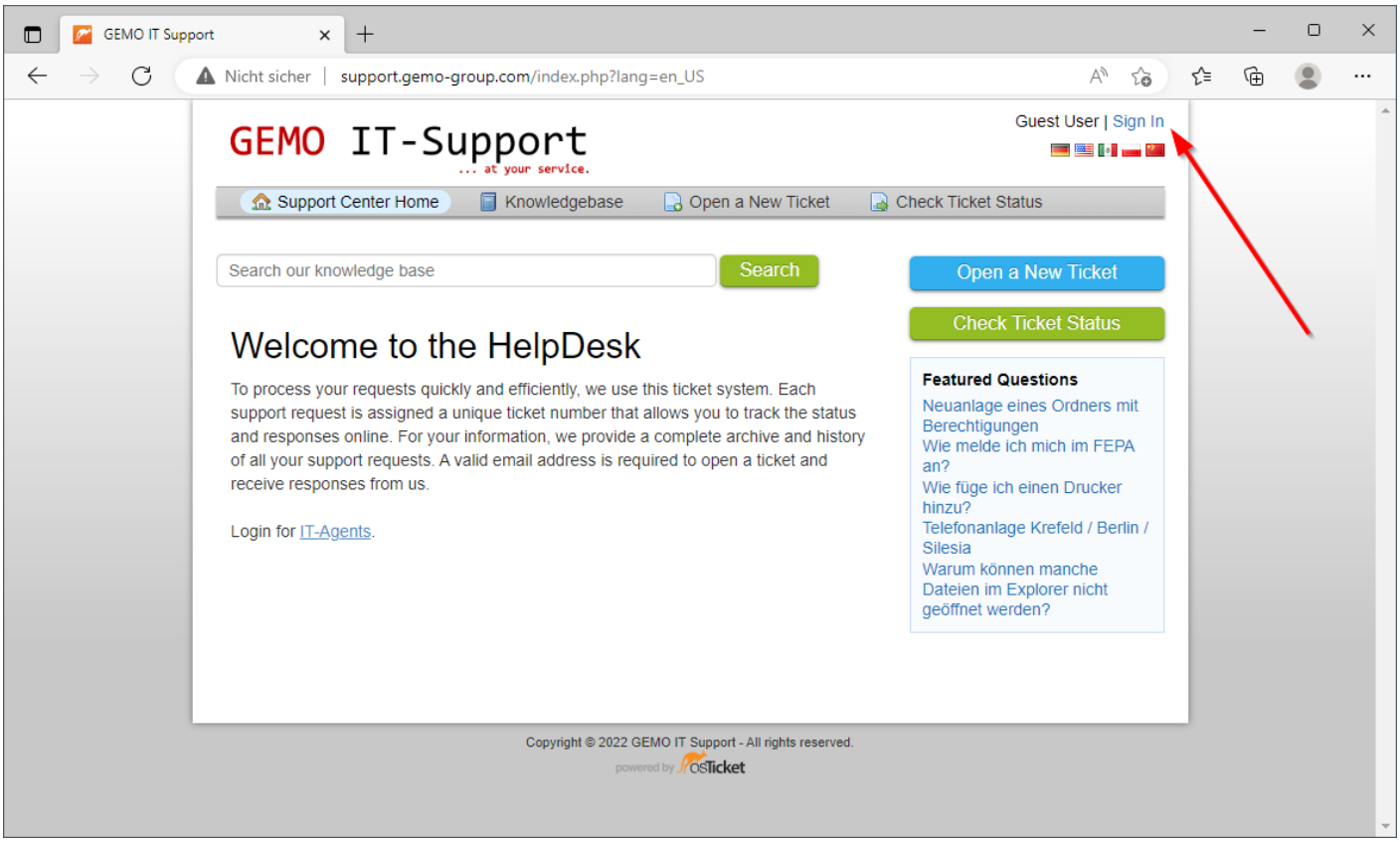
The email should have a subject that identifies where the problem is (printer, FEPA system, computer). Both the text of the e-mail and the subject line can be written in English, German or Polish at the moment. The message can contain attachments as well as images in the text (RTF or HTML format).

After sending your message you will receive an e-mail confirming that your message has been registered:



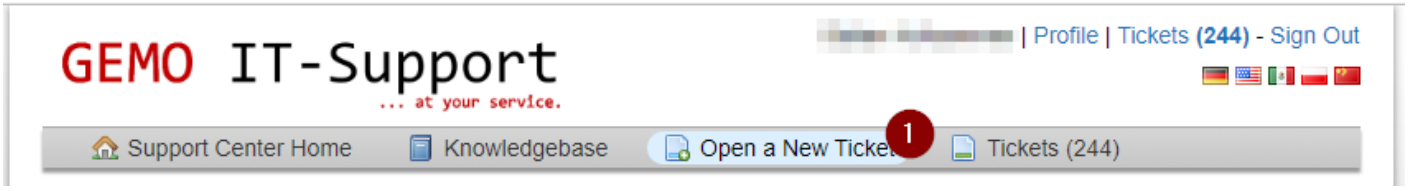
Reporting a problem using the website

You can also report a problem via the website. To do so, open support.gemo-group.com in your browser and log in by clicking the appropriate link at the top of the page:



As a username and password you should enter the same data that you use to log into your domain account on your computer or on the remote server. It is possible to submit a ticket without logging in, but this is not recommended.

After logging in, click the "Create new ticket" button:

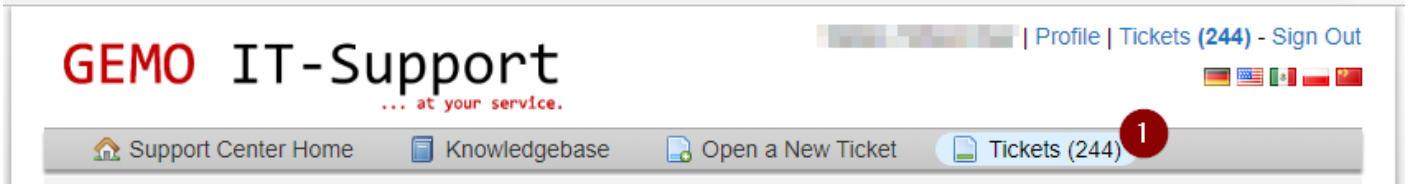


Select the appropriate topic from the "Help Topic" menu, then enter the ticket subject and details. You can also add attachments. Once you have entered your details, click the "Open Ticket" button.

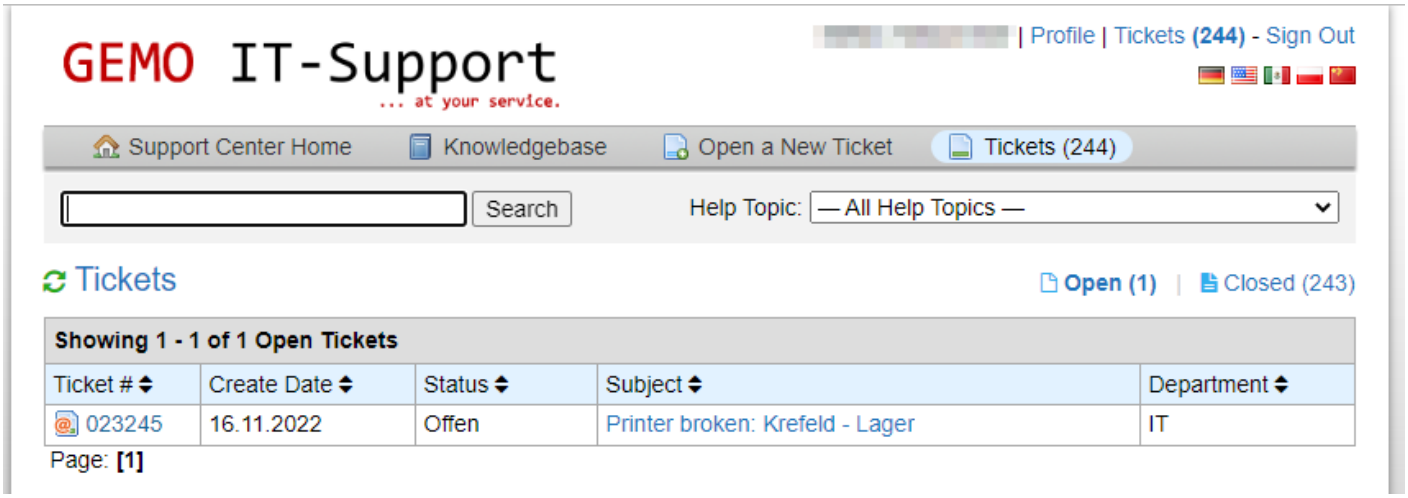
A properly registered ticket will be confirmed by email shortly thereafter.

Viewing the current status of your tickets

After logging into the HelpDesk system, it is possible to view the tickets associated with the user. Just click on the "Tickets" button:



A list of open tickets will be displayed:



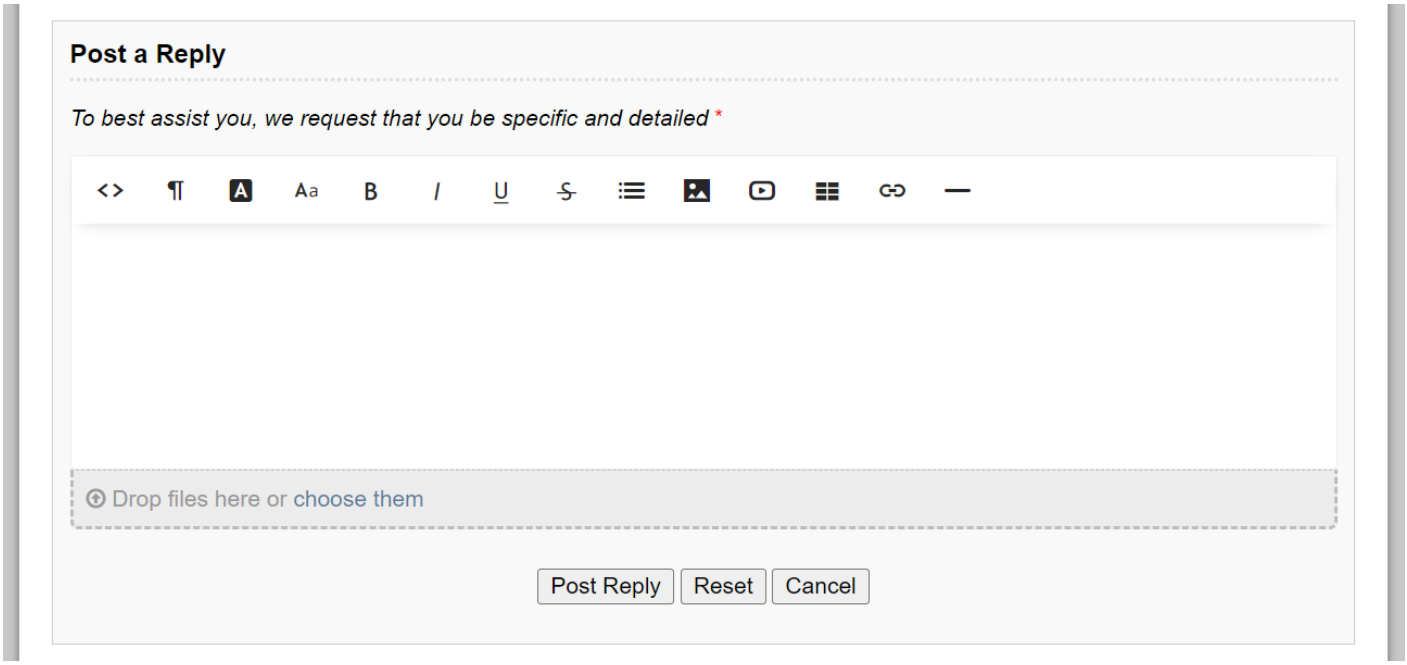
At the top of the page there is an option to filter the tickets by free text or by help topic. In the table itself, you can click on the column titles (e.g. "Ticket#" or "Creation date") to sort the list. The column "Department" stands for the IT internal assignment to a department.

By clicking on the ticket number or the subject of a ticket, the history of the ticket is displayed:



The history includes correspondence (including date and time and contact), files sent, and information about which IT agents the ticket was assigned to. The components can come from a sent email or from the messages entered via the HelpDesk web page.

The form for adding a response to a message is located at the bottom of the page:



When you enter a response and click "Create Response", the new entry is added to the history and the responsible IT agent is notified. New entries can be used either to add information or to ask for status, progress, or additional information needed to complete the submission.

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