Ticket System

End-User Guide

Learn how to access services, view past and current tickets and enhance your requesting support experience
About this Guide?

This guide is created for end-users expecting to make use of the Support Portal.

Understanding the Why?

The use of a ticket system streamlines support operations, enhances communication, and provides tools for efficient tracking, analysis, and improvement of support processes. It contributes to a better overall end-user experience by ensuring that support requests are handled in a systematic and timely manner. The ticket system maintains a comprehensive audit trail of all interactions related to a support request. This can be valuable accountability, and quality assurance purposes.

Audience

End-Users= Requesters:

Anyone in an Organization requesting help/support from a Unit.
Accessing the Ticket System

“I Need Help” link on the Advising at CSU website serves as initial point for requesting support from the Advising Training and Development Unit (ATD).

The link to “Support Requests Overview” provides the full list of support the ATD Unit can provide staff.
Request Support

1. On the “submit a support request” page select the button that accesses the form that best fits with the end-user's need.
2. Before gaining access to the forms, you can enter your official credentials in the fields. Outline on the next page.
To Sign in and Access The Ticket System Portal:
Understanding the Ticket System Home Page

The Home page can be found on Navigate Bar on a ticket form, or you can access it using the direct link found on the “Submit a Support Request” page use the Advising Training and Development ticket system link.
Your Ticket

Clicking on this icon will lead you to the Tickets page. A list of all Open or Pending tickets will be populated by default. These tickets are logs of issues reported by you or service items requested by you that are yet to be addressed/resolved by your Support Team. You can also choose a particular view (Resolved or Closed) or select All Tickets to view all your tickets (Open, Pending, Resolved, and Closed) at a glance.

To make it easier to understand and analyze your ticket data, you can click Sort by and arrange your tickets in the following ways: Date Created

- Last Modified
- Status
- Ascending
- Descending

Note: A ticket that has been resolved or closed but continues to be an issue can be reopen. You click on the past ticket link to reopen the ticket and provide additional information. No need to create a new ticket.