

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:

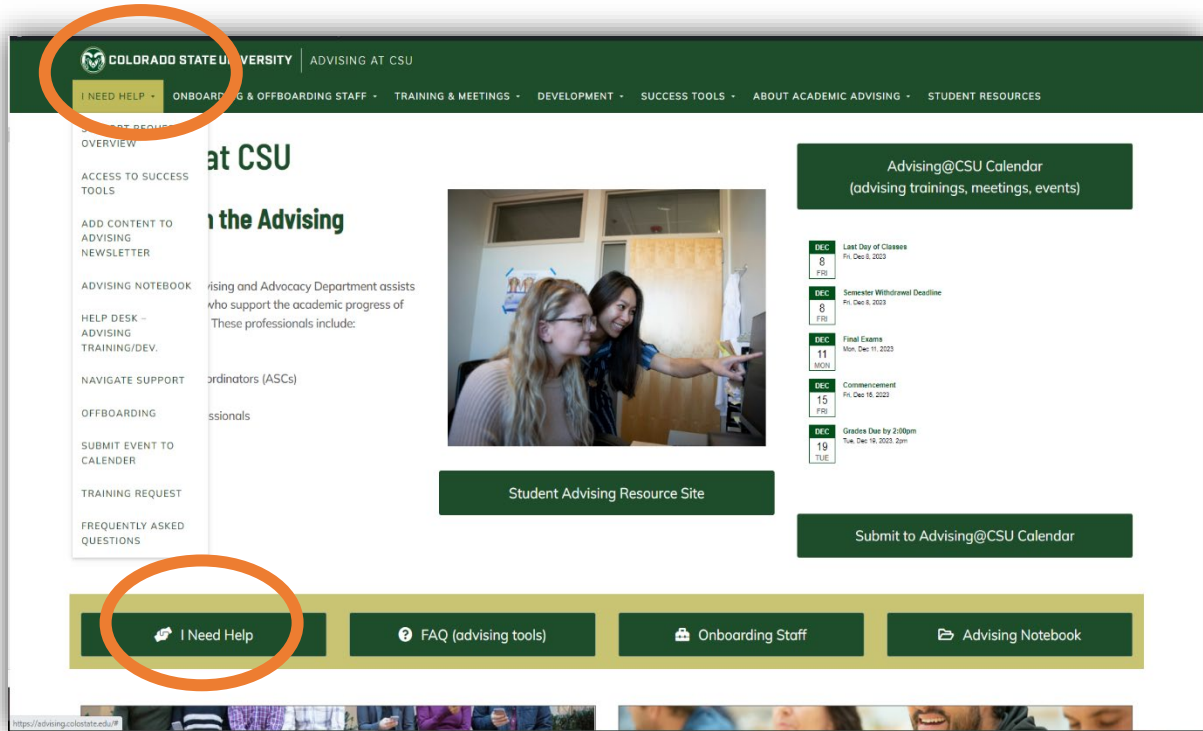
Anyone in an Organization requesting help/support from a Unit.

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).

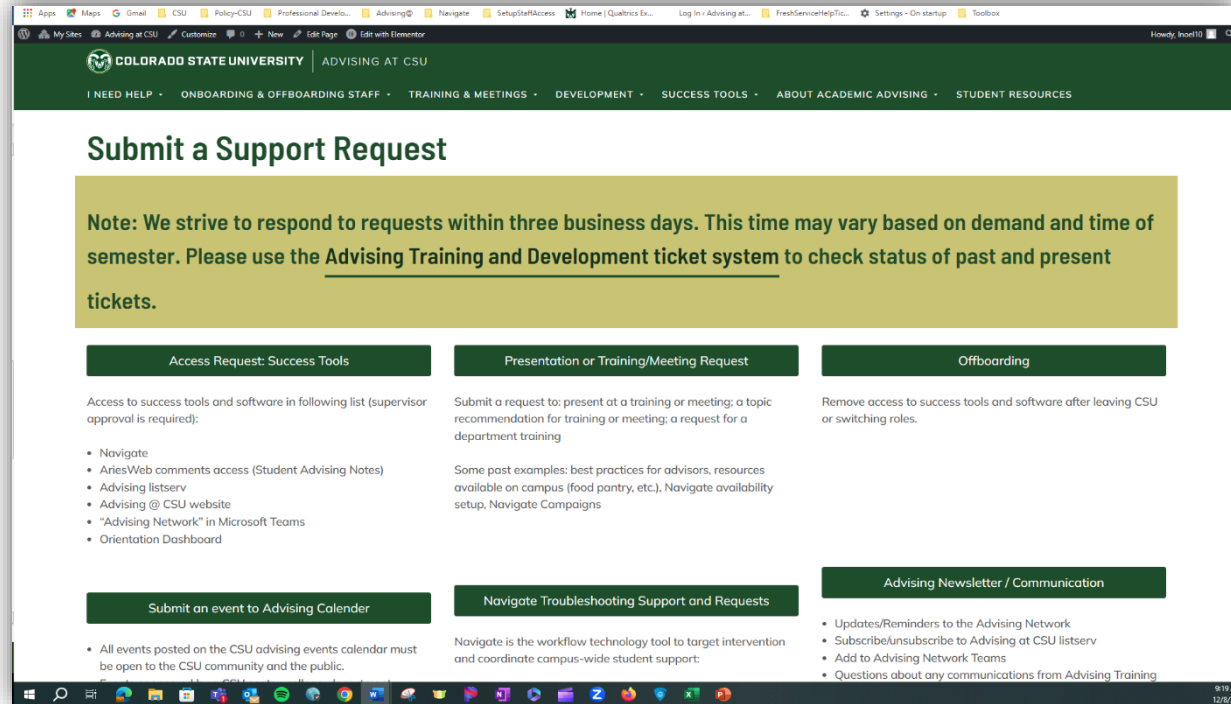
[The link to “Support Requests Overview”](#)

provides the full list of support the ATD Unit can provide staff.

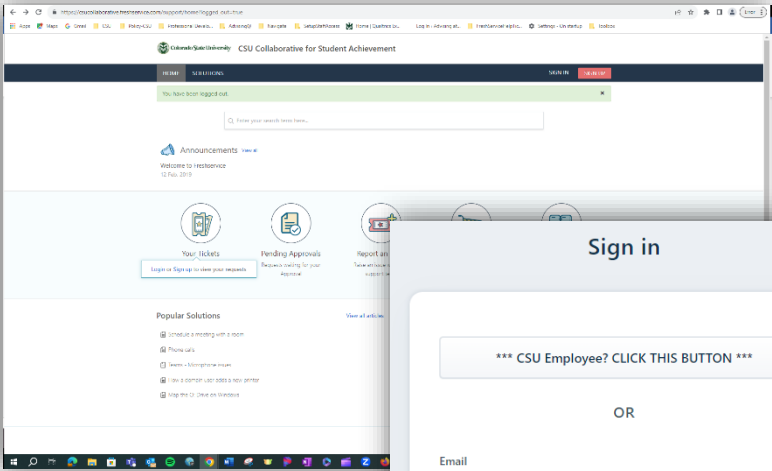


Request Support

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:



Sign in

*** CSU Employee? CLICK THIS BUTTON ***

OR

Email

Password

[Forgot Password?](#)

By clicking 'Sign in', I accept the Freshworks [Terms of Service](#) and [Privacy Notice](#)

Colorado State University CSU Collaborative for Student Achievement

HOME SOLUTIONS TICKETS SERVICE CATALOG EMPLOYEE ONBOARDING

SERVICE CATALOG / ADVISING TRAINING/PROFESSIONAL DEVELOPMENT SERVICES / NAVIGATE - REQUESTS AND QUESTIONS

Navigate - requests and questions

Navigate is the workflow technology tool to target intervention and coordinate student support campus wide. Submit requests here and questions about advanced search, campaigns, analytics, availability, reports, metrics, etc.

Items Requested

Navigate - requests ...

Requester *

Request for someone else

Name

First Last Name

CSU ID #:

Department / College

Request or Question

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

Acme Inc

HOME SOLUTIONS TICKETS SERVICE CATALOG

Q. Enter your search term here...

All Tickets ▾ Export tickets

Sort by Date Created ▾

| | |
|---|-----------------------------|
| Article Feedback - Change Management FAQ #INC-47 Created on Sun, 26 Jul at 6:42 PM | BEING PROCESSED |
| Request for Sarah Jackes : Windows Laptop #SR-46 Created on Sun, 26 Jul at 5:06 PM | BEING PROCESSED |
| Request for Sarah Jackes : Apple MacBook #SR-45 Created on Sun, 26 Jul at 3:13 PM | THIS TICKET HAS BEEN CLOSED |
| Request for Sarah Jackes : Apple MacBook #SR-44 Created on Sun, 26 Jul at 1:36 PM | THIS TICKET HAS BEEN CLOSED |
| Laptop charger doesn't work #INC-43 Created on Sun, 26 Jul at 1:25 AM | BEING PROCESSED |
| Laptop Charger doesn't work #INC-42 Created on Wed, 22 Jul at 1:25 PM | BEING PROCESSED |
| Laptop Charger not working #INC-41 Created on Wed, 22 Jul at 9:12 AM | BEING PROCESSED |
| Wi-Fi not working #INC-40 Created on Wed, 22 Jul at 7:52 AM | THIS TICKET HAS BEEN CLOSED |

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