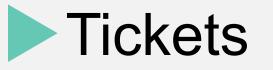
Submitting Tickets



- You must fill in the ticket fields, namely: Subject, Ticket Details, Ticket Category and Priority.
- You can also attach any picture/screenshot of the issue, or any related document
- You can choose from a dropdown list: Ministry & Department
 - The defaults are Ministry of Finance... and ITSD, so please choose YOUR MINISTRY/ DEPARTMENT.
- You then type YOUR name and WORK contact number
- All fields are required.

Short subject e.g. "Printer Jam"

	Enter your ticket details:	
	What happened? When and where did it occur?	
	What did you do before the problem occurred?	
T	leat actor on a	Attach a screenshot or
	<u>ket category</u>	<u>photo (optional)</u>
2	Troubleshooting	📎 attach a file
	promy normal	
		v
	* Ministry Ministry of Finance, Economic Planning, Sustainable Development and Information Technology	
	* Department ITSD * Contact Person/Owner Contact Person/Owner	YOUR name &
		WORK number
	* Contact Number/ Ext. Contact Number/ Ext.	
	Submit	

You will receive confirmation by email that the ticket was submitted

	- Q		III o 🕒
← 0 1 1 ·	More -		1 of many < > 🌣 -
RE: Remote test {64}		• 2	ITSD Support Team ithelp@gov.vc
L ITSD Support Team via gov.vc to me → reply above this line→	4:11 AM (4 minutes ago) 🖧	• •	Show details
Thank you for submitting your ticket to our helpdesk. One of our so	support gurus will get back to you with more information shortly.		
http://ithelp.gov.vc/User/AutoLogin?username: pacenco.pringer.or 0e2c582e766834391f49477f50160fa9&ReturnUrl=http%3a%2f%2 NOTE: When replying to this email please leave the subject-line intact.	<u>Ogmail.com&email=jozecno.op.n.gooOgmail.com&userHash=</u> 2fithelp.gov.vc%2fTicket%2f64		
Click here to Reply or Forward			
7.06 GB (47%) of 15 GB used <u>I</u> Manage	Terms - Privacy Last account activity: 0	minutes ago <u>Details</u>	

Checking for Updates

Ticket Status

- Each ticket has a status. This indicates the progress of the issue that is being tracked.
- New a ticket was submitted but no technician has responded as yet.
- In progress these tickets are in the process of being resolved a technician might leave a comment while working on your issue.
- **Closed** the ticket has been resolved and closed. Closed tickets can be reopened, in which case they go back to the "In progress" status.

Checking for updates – Tickets Tab

🗅 Tickets 🖉 🛙	Knowledge base			+ New t	icket Q sea	rch (or ticket ID)	
Unclosed All							
Ticket categories All categories	T	This page shows a list of tickets you're allowed to see in the current view. Currently no tickets were found or you do not have enough permissions. You can try submitting a new ticket.					
SORT BY	0						
Date	• $A \rightarrow Z$ ect columns to display						
1919							

Ticket Details

фітво Helpdesk		Recently vi	ewed tickets 🔹 🛔 j	LOG OUT
Tickets Knowledge base			+ New ticket Q search (or ticket ID)	
Unclosed (1) All				
→ Close ticket	More	DETAILS		
Remote test		#64	New	
remote test		Priority:	Normal	
Ø Reply		Category:	Other(General) / Troubleshooting	
		From: Assigned to:	client	
Client New ticket submitted 56 sec ago		Date:	10/4/2017 4:11 AM	
no ser eBo		Due:		
		Start date:		
		Close Date:		
			Ministry of Economic Planning,	