Submitting Tickets

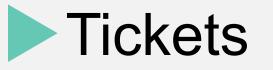# ►Tickets

- 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.**

Subject

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?

Ticket category

Attach a screenshot or photo (optional)

Troubleshooting ▼   priority - Normal ▼

📎 attach a file...

* 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

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

Ticket Details