



# 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?

Attach a screenshot or photo (optional)

Ticket category

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

\* Contact Number/ Ext. Contact Number/ Ext.

**YOUR name & WORK number**

Submit

# You will receive confirmation by email that the ticket was submitted

The screenshot shows an email client interface. At the top, there is a search bar and navigation icons. The email subject is "RE: Remote test {64}" and it is in the "Inbox". The sender is "ITSD Support Team via gov.vc" with the email address "ithelp@gov.vc". The message is dated "4:11 AM (4 minutes ago)". The body of the email contains a thank-you message and a link to the user's profile page. A note at the bottom of the email body asks the user to keep the subject line intact when replying. The interface also shows a "Click here to Reply or Forward" button and account information at the bottom.

RE: Remote test {64} Inbox x

ITSD Support Team via gov.vc  
ithelp@gov.vc

4:11 AM (4 minutes ago)

to me

--reply above this line--

Thank you for submitting your ticket to our helpdesk. One of our support gurus will get back to you with more information shortly.

--Your ticket--  
remote test

<http://ithelp.gov.vc/User/AutoLogin?username=jozecinc.springer.vc-0gmail.com&email=jozecinc.springer.vc-0gmail.com&userHash=0e2c582e766834391f49477f50160fa9&ReturnUrl=http%3a%2f%2fithelp.gov.vc%2fTicket%2f64>

NOTE: When replying to this email please leave the subject-line intact.

Click here to [Reply](#) or [Forward](#)

7.06 GB (47%) of 15 GB used [Manage](#) [Terms](#) - [Privacy](#) Last account activity: 0 minutes ago [Details](#)



# 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

The screenshot shows a web application interface for managing tickets. At the top, there is a dark blue header with a 'Tickets' tab and a 'Knowledge base' link. A green '+ New ticket' button and a search bar are also present. Below the header, there are filters for 'Unclosed' and 'All'. On the left, there is a 'Ticket categories' section with a dropdown menu showing 'All categories' and a count of '0'. Below this is a 'SORT BY' section with a dropdown menu set to 'Date' and a button for 'A → Z'. A link to 'Select columns to display...' is also visible. The main content area is empty, displaying a message: '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](#).'

Tickets Knowledge base

+ New ticket search... (or ticket ID)

Unclosed All

Ticket categories

All categories 0

SORT BY

Date A → Z

Select columns to display...

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](#).

# Ticket Details

Tickets

Knowledge base

+ New ticket

🔍 search... (or ticket ID)

Unclosed (1)

All

↩️ Close ticket

More...

Remote test

remote test

💬 Reply...



client

New ticket submitted

56 sec ago

## DETAILS

#64

New

Priority: Normal



Category: Other(General) / Troubleshooting

From: client

Assigned to:

Date: 10/4/2017 4:11 AM

Due:

Start date:

Close Date:

Ministry of Economic Planning,

