The Short List
If you are already familiar with the ticketing system here is a brief overview. A more in-depth training will follow this slide.

• Log in – support.umass.edu
• Select New Ticket
• Fill out the appropriate fields (the more fields complete the better we can assist you)
• Submit your ticket
• Updates to your ticket will come by email, but we prefer all communications to take place within the ticket by clicking the link in the email.
• Please approve your ticket, and our work is done!
Log In Screen

Bookmark the site:
support.isenberg.umass.edu

We highly recommend that you to log in to submit, view, and comment on your tickets.

Any staff or faculty member (some students) can log in to this service. Use your campus ID and PW (the same that you use to log into your managed computer)
Submitting a New Ticket

Once logged in you will brought to your Service Desk. This is where you will see all your tickets that have been created in the system.

To submit a new ticket select the “New” dropdown, chose “New Ticket From Queue” then “Communications & Marketing”

Note: you can also put in your TSS tickets here, just select “Technology” from the queue list.
New Ticket Form

Completing this form is extremely valuable to us so we can decide the best way to handle your request. The more information you can provide, the more effectively we can service you.

The form is self explanatory, however there are a few fields to point out.

**Attachments:** Allows you upload a file from your computer and attach it to the ticket

**Status:** This drop down allows you and your tickets owner to communicate the status of your ticket

**Category:** Selecting from this dropdown will allow us to get your ticket to the right team member faster.

**Urgency/Due Date:** Having an identified due date is extremely helpful, if you do not have a specific date, please select an Urgency so we can prioritize your request.
Attachments

• You can attach any document to your ticket. We will attach a project request as an example. *(A project request form is needed for any print material request)*

• You can find the project request form [here](#). Open it, Save As to your desktop, complete the form and save it again.

• Click the Select File button, add the project request form.

• You add multiple attachments but clicking the “add another attachment”. Once you’ve added your documents, finish the ticket and hit Save.

• **Note:** Attachments should only be added within the ticket, they do not transfer from email to the ticket so it can lost if you add it through your email.
Status Dropdown Overview

- Using “Status” allows communication of the state of ticket between the submitter (you) and the owner (marketing/comms team member)

- We may not need to use this on every ticket but it’s good to keep an eye open for possible status changes.

**New** – default status when you create a ticket
**Assigned** – assigned to a team member
**In Progress** – we’re working on it!
**Waiting on customer** – we have a question or need more information from you
**Pending Review** – we have completed the request and would you to approve it
**Resolved/Job Complete** – the job is done and has been approved if necessary
**Closed** – when no action is needed
Category Dropdown Overview

• Choose a category that most closely describes the type of service you need.

• The default category is Website, so changing it to your need will help get your ticket to the right team member.

• Need help? View our list of FAQs on our webpage to see where your request falls on the category list
Urgency Dropdown Overview

• Selecting an Urgency is helpful when determining the priority of your item. While most tickets can be completed within 2 working days, having a time line is very valuable.

• You can also enter a due date if that is better way to communicate the desired turn around time.
Emails

• You will receive automated in regards to your ticket. All the information in the email can be found on the ticket by signing into the ticketing system and it is usually easier to understand updates in the system itself and not reading/responding to the email.

• Note: If there is an attachment in your ticket you will not see it in the email, and you will not see an attachment in the ticket that was sent by email.
Test Ticket

I have filled in all the required fields and will then hit Save.

Note: Hitting Apply Changes will not save or submit your ticket.
Test Email Response

This is the email you will receive once your ticket has been submitted.

You will be able to view your ticket by clicking the included link. You can also see all the fields that were filled out in the original ticket.

Note: I did not write any comments, but you can see in the middle where comments would appear.

Dear Christyn Fagan,

One of your Isenberg Marketing tickets has been updated.

Please click here to view the ticket or add comments: https://support.isenberg.umass.edu/userui/ticket?id=17294

CHANGES TO TICKET: Ticket Created
Added attachment "Capture.JPG"

COMMENTS:

TICKET SUBMITTED BY: Christyn Fagan
TICKET UPDATED BY: Christyn Fagan
TICKET OWNED BY: Christyn Fagan

TICKET CREATED: Apr 17 2015 12:58:14 PM
TICKET MODIFIED: Apr 17 2015 12:56:14 PM

TICKET DESCRIPTION: Ticket Created
Added attachment "Capture.JPG"

STATUS: New
CATEGORY: Graphic Support
URGENCY: High - need this week
DUE DATE: 2015-04-18 00:00:00
Responding to the Ticket

• Lets say the team member working on your ticket needs more information. This is what the email will look like that you will receive.

• You can see the change to your ticket, the comment, and the status change.

• **Click the link to respond to this ticket.**

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Please click here to view the ticket or add comments: [https://support.isenberg.umass.edu/userui/ticket?ID=17294](https://support.isenberg.umass.edu/userui/ticket?ID=17294)

**CHANGES TO TICKET:** Changed ticket Status from "New" to "Waiting on Customer".

**COMMENTS:** We need more information from you...

**TICKET SUBMITTED BY:** Christyn Fagan
**TICKET UPDATED BY:** Christyn Fagan
**TICKET OWNED BY:** Christyn Fagan

**TICKET CREATED:** Apr 17 2015 12:56:14 PM **TICKET MODIFIED:** Apr 17 2015 01:01:16 PM

**TICKET DESCRIPTION:** Changed ticket Status from "New" to "Waiting on Customer".

**STATUS:** Waiting on Customer
**CATEGORY:** Graphic Support
**URGENCY:** High - need this week
**DUE DATE:** 2015-04-18 00:00:00
Using the system to respond

After you click the link to view your ticket, and sign into the system, you will see your ticket looks a little different.

You can now communicate through the comments section. (You can select the history tab to see the conversation train.) You can also add new attachments here if necessary. (note: you did not see the original attachment in the email, this is why we always encourage you to view your tickets in the system)

Once you have made your comment, hit Save. Apply Changes will save your work, but it will not notify any one that you have made an update.
Finishing a Ticket

• If a ticket needs your approval we will change the status to “Pending Review” if the work is complete and correct, please comment “looks great!” or “all set!” or just a plain old “approved” that you approve the change. Or if it is not complete, let us know how we can fix it.

• Once you have approved it we will change the status to “Resolved/Job Complete” and the ticket will be closed.