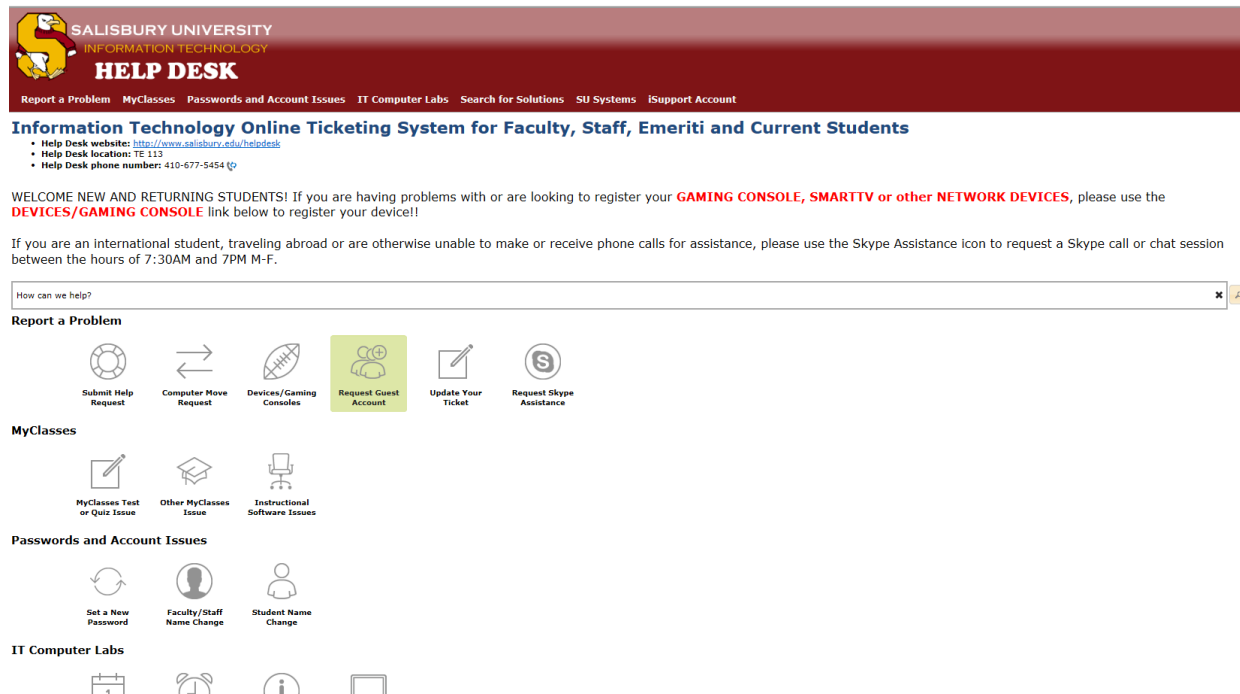


This guide covers using the Online Ticketing System, or mySupport, to submit tickets, browse knowledgebase articles and FAQs, check on and update your tickets, and other options.

ACCESSING THE ONLINE TICKETING SYSTEM

To access our online ticketing system, also known as **mySupport**, enter <http://support.salisbury.edu/user> in your web browser. If prompted, enter your SU username and password to log in.



SALISBURY UNIVERSITY
INFORMATION TECHNOLOGY
HELP DESK

Report a Problem MyClasses Passwords and Account Issues IT Computer Labs Search for Solutions SU Systems iSupport Account

Information Technology Online Ticketing System for Faculty, Staff, Emeriti and Current Students

- Help Desk website: <http://www.salisbury.edu/helpdesk>
- Help Desk location: TE 113
- Help Desk phone number: 410-677-5454 (p)

WELCOME NEW AND RETURNING STUDENTS! If you are having problems with or are looking to register your **GAMING CONSOLE, SMARTTV or other NETWORK DEVICES**, please use the **DEVICES/GAMING CONSOLE** link below to register your device!!

If you are an international student, traveling abroad or are otherwise unable to make or receive phone calls for assistance, please use the Skype Assistance icon to request a Skype call or chat session between the hours of 7:30AM and 7PM M-F.

How can we help?

Report a Problem

- Submit Help Request
- Computer Move Request
- Devices/Gaming Consoles
- Request Guest Account
- Update Your Ticket
- Request Skype Assistance

MyClasses

- MyClasses Test or Quiz Issue
- Other MyClasses Issue
- Instructional Software Issues

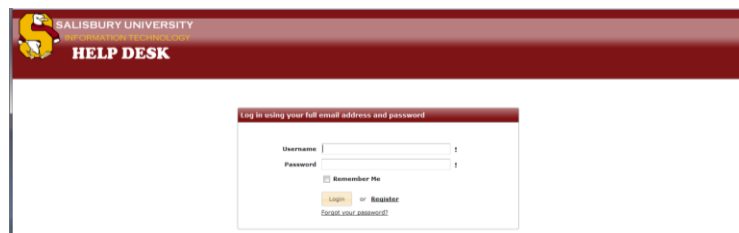
Passwords and Account Issues

- Set a New Password
- Faculty/Staff Name Change
- Student Name Change

IT Computer Labs

You will see a window very similar to the one above. Use the icons to perform different tasks, such as **Submit Help Request** or **Set a New Password**. You can also search for solutions in the **How can we help?** bar.

Guests and students who haven't yet gotten their SU email address can access the ticketing system at <http://support.salisbury.edu/guest>. Click the Register link to create a login if this is your first time submitting a question or help request.



SALISBURY UNIVERSITY
INFORMATION TECHNOLOGY
HELP DESK

Log in using your full email address and password

Username:

Password:

Remember Me

[Forgot your password?](#)

You can access the launch page directly at <http://support.salisbury.edu/index.html>, which will give you links to both versions of the Online Ticketing System.

SUBMITTING A TICKET

To create a new ticket, click **Submit Help Request** in the **Report a Problem** section.



Submit Help Request

In the **Create a Ticket** window, in the **Details** tab, fill out the requested information.

When reporting a problem or asking a question online, please make sure you fill out the ticket below as completely as possible. **Please also include your contact information, especially your phone number, in the More Info section below.**

PLEASE DO NOT DELETE THE TEMPLATE IN THE DESCRIPTION AREA! It contains required information. Removing it may cause a delay in processing.

Also, scroll to the bottom of the page for info on including screenshots with your ticket.

The screenshot shows the 'Submit Help Request' form in the 'Details' tab. At the top left, there is a 'Save' button. Below it, the customer name is 'Stephen Ashby'. The form has three tabs: 'Details', 'Attachments', and 'Others to Notify'. The 'Description' section contains a rich text editor with 'B I U' icons and a large text area. Below the description, there is a 'More Info' section with several input fields and radio buttons. The fields include 'Phone Number Type' (with radio buttons for Home/Residence Hall, Office, and Mobile), 'Phone Number (XXX-XXX-XXXX)', 'Alternate Phone Type' (with radio buttons for Home/Residence Hall, Office, and Mobile), 'Alternate Phone Number (XXX-XXX-XXXX)', 'Building', and 'Room Number'.

If you want to attach a screenshot, file or other attachment, click **Attachments**. Then, in the **Attachments** tab, click **Select File** to choose and attach your file.

The screenshot shows the 'Attachments' tab selected. It features a 'Select File' button and a large text area with the instruction 'Drop file here to upload'.

When done, click **Save** in the upper left hand corner of the ticket window.

The screenshot shows the 'Save' button and the customer name 'Stephen Ashby'.

You will receive a popup confirmation with your reference number.

Submit Successful ✕

Thank you for submitting your ticket.
You can check on your ticket at any time
by selecting Check/Add To Your Ticket
from the main page.

Your reference number is D28D181751.

[Continue](#)

Click **Continue** to return to the home screen.

You can also choose from one of several incident templates for specific requests. For example:

- **Request Guest Account** allows you to request a temporary guest account for your event or guest on campus.
- **Faculty/Staff Name Change** and **Student Name Change** allow you to submit a request to have your name changed in the Active Directory.

CHECKING OR ADDING TO YOUR TICKET

To check or add to your ticket, in the **Report a Problem** section click **Update Your Ticket**.



**Update Your
Ticket**

An **Incident Feed** will open that shows all of your tickets.

Incident Feed Sort by Opened

Incident D28D181751 Opened on 2/8/2013 | Status is Open | Priority is Low | Category is Online Ticket/Help R... | Closed on
Description is Contact Information (Required) Building: Room Number: Problem Description Please describe the problem you are having below.
Resolution is

[Update](#) • [View all 2 entries](#)

Stephen Ashby • 3 minutes ago
- Attachment added via Social Client: Acrobat.exe

Incident C9SF295316 Opened on 9/27/2012 | Status is Solution Found | Priority is Low | Category is Test Ticket | Closed on
9/27/2012
Description is test
Resolution is test

Click **Update** in the **Incident Feed** entry for your ticket to update your ticket.

Cancel Update • View all 2 entries

You can also click on your ticket to view your ticket.

The screenshot shows a ticket management interface. At the top, there are three buttons: 'Update', 'Change History Settings', and 'Print'. Below these, the ticket details are displayed in a grid-like format:

Category: Online Ticket/Help Request	Customer: Stephen Ashby ⓘ	Company:
Related Items: Knowledge Entries: 0 Incidents: 2	Closed:	Assignee: Tickets Received Bin

Below the details, there are three tabs: 'Details', 'History', and 'Attachments'. The 'Details' tab is active, showing a 'Description' section with the following text:

Contact Information (Required)
Building:
Room Number:

Problem Description
Please describe the problem you are having below. Please be as specific as possible, including any st

From there, you can click **Update**, and a much larger update window appears. Click **Send** to send your update.

The screenshot shows a window titled 'Update'. It contains a large text input field for entering the update. At the bottom right of the window, there are two buttons: 'Send' and 'Cancel'.

You will get a confirmation that your update has been sent.

The screenshot shows a confirmation window titled 'Update'. It contains the following text:

Your incident update has been submitted. Click close to return to incident.

At the bottom right of the window, there is a 'Close' button.

Click **Close** to close out of the confirmation window.

ADD ATTACHMENTS

You can also add an attachment to your ticket at any time by opening the ticket as above and clicking the **Attachments** tab. Like when submitting a ticket initially, click **Select File** to select and attach your file.

SEARCHING FOR SOLUTIONS

The Social Client also has several ways to search for answers to your questions before you submit a ticket. This may be helpful especially for known issues, and will provide a faster resolution to your issue.

Also, on almost every page, the **How can we help?** box allows you to filter the display, which makes it easy to search for particular issues and topics.



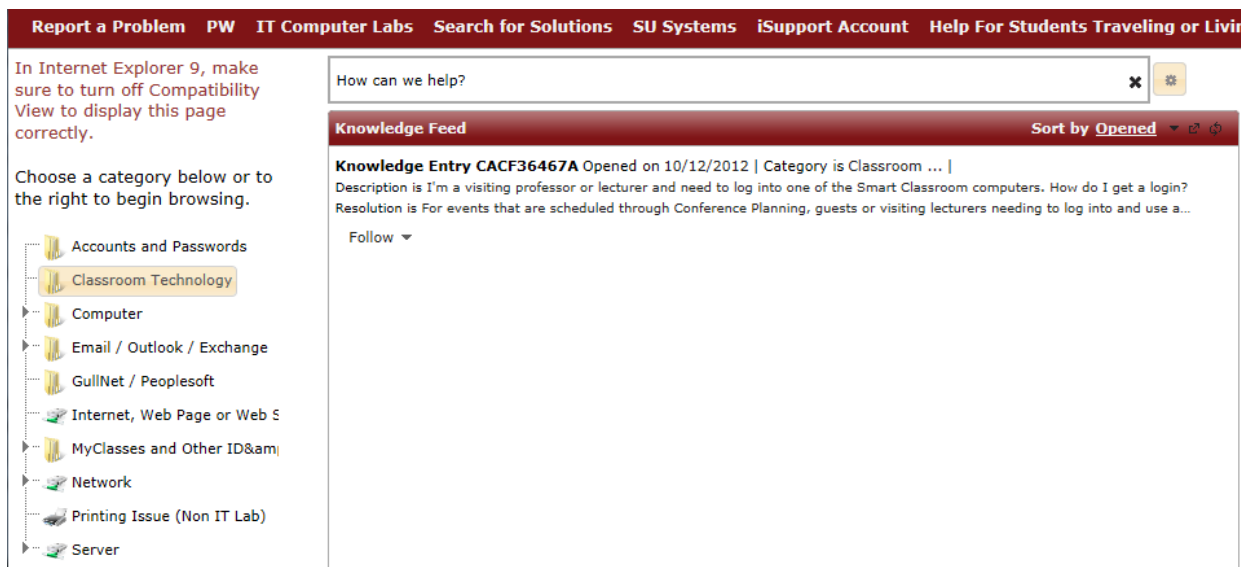
KNOWLEDGE BASE



Knowledge Base

By clicking on **Knowledge Base** in the **Search for Solutions** section, you can search our Knowledge Base for solutions to known and common issues.

In Internet Explorer 9, make sure you turn off **Compatibility View**  to display the page correctly.



The **Knowledge Feed** contains all of the known knowledge entries. You can narrow the search by clicking on one of the categories to the left, or to the top of the **Knowledge Feed**. Clicking on an entry will open up that knowledge base article.

Print Follow Like

Category: Email / Outlook / Exchange Live@Edu/Office 365	Number: D24G4118A3	Opened: 2/4/2013
--	--------------------	------------------

Related Items:
Knowledge Entries: 39
Incidents: 0

Details Information Attachments

Description
I'm graduating. Is there anything I need to do to "prep" my account for alumni use?

Resolution
The only change to your email will be that you will now use the "Forgot your password" link on the [Outlook login page](#) rather than the [myPassword](#) page.

From here, you can see the **Description** and **Resolution** of the issue in the **Details** tab. Click the **Information** tab to get more information, such as the **Cause**, **Steps** to resolve the issue, **Error Messages** and **URL(s)** related to the incident. In some cases, the **Attachments** tab may have attachments related to the issue. Click the **X** in the upper right corner to close the article.

To exit the Knowledge Base, click the logo in the upper left corner to return to the Home page.

GUIDES AND INSTRUCTIONS



Guides and Instructions

Clicking **Guides and Instructions** will open our **Information Technology Guides and Instructions** page (<http://www.salisbury.edu/helpdesk/doc/index.html>) in a new window. This is a collection of useful guides, most of which are created by the Help Desk, on a variety of helpful topics.

ISUPPORT HELP



iSupport Help

The Social Client also provides general help for using its own product. If you're having trouble with this site, this may have the solution. Of course, you can also call 410-677-5454 for assistance.