

MSU Physics-Astronomy IT Helpdesk
How to Create a Ticket in the P-A Helpdesk Web Interface, 4.1

Article Name: How to Create a Ticket in the P-A Helpdesk Web Interface

Article Number: 4.1

Applies to OS: Windows 10; macOS; Linux;

Applies to: helpdesk.pa.msu.edu

Date / Author: ver .0 3-12-20/JA; ver .1 4-24-20/PP;

How to make a support request ticket in the P-A helpdesk web interface

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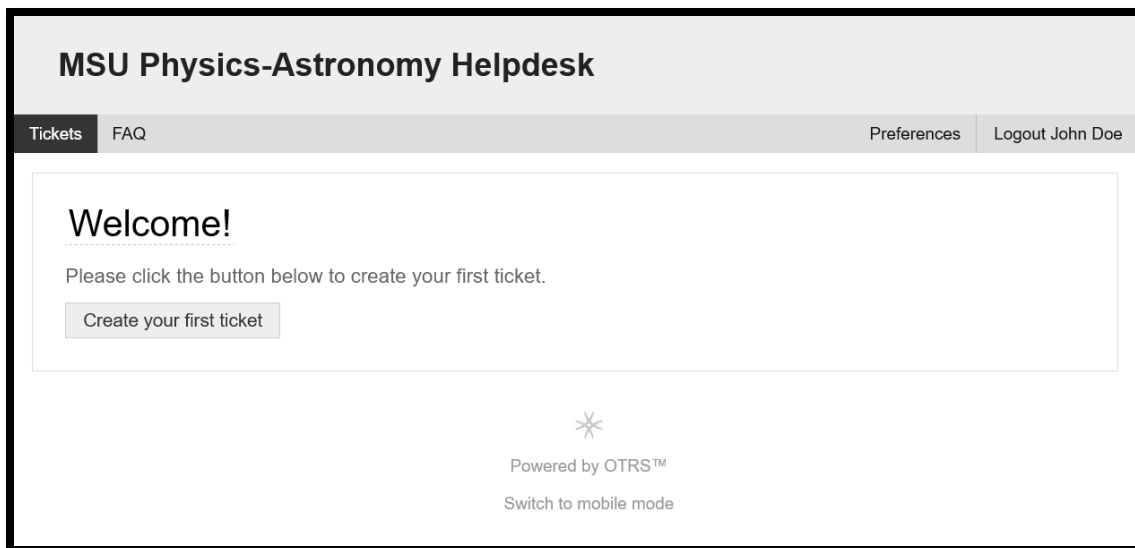
How to make a support ticket in OTRS

1. Visit <https://helpdesk.pa.msu.edu>. You should see the following screen:

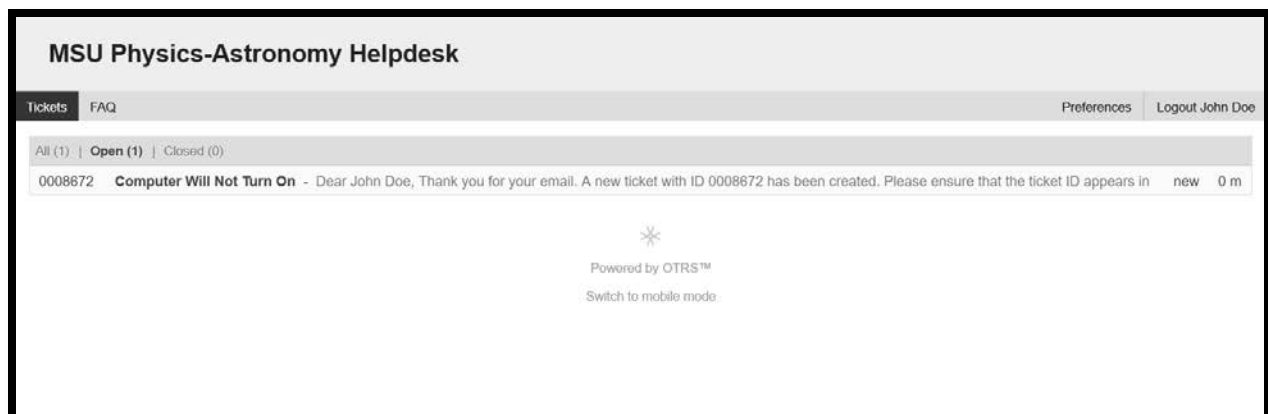
The screenshot shows the login page for the MSU Physics-Astronomy Helpdesk. At the top, there is a header with the text "MSU Physics-Astronomy Helpdesk". Below the header, the word "Login" is centered. There are two input fields: "Email Address" and "Password". To the right of the "Password" field is a "Log In" button. Below the "Password" field, there is a link that says "Forgot password?". At the bottom of the login area, there is a link that says "Not yet registered? Sign up now."

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2. Enter your email address and password, and then click “Log In”. If you need to reset your password, click “Forgot password?” and enter your email address. An email with instructions for resetting the password will be sent to you.
3. If this is your first time logging in, you will see the following screen:

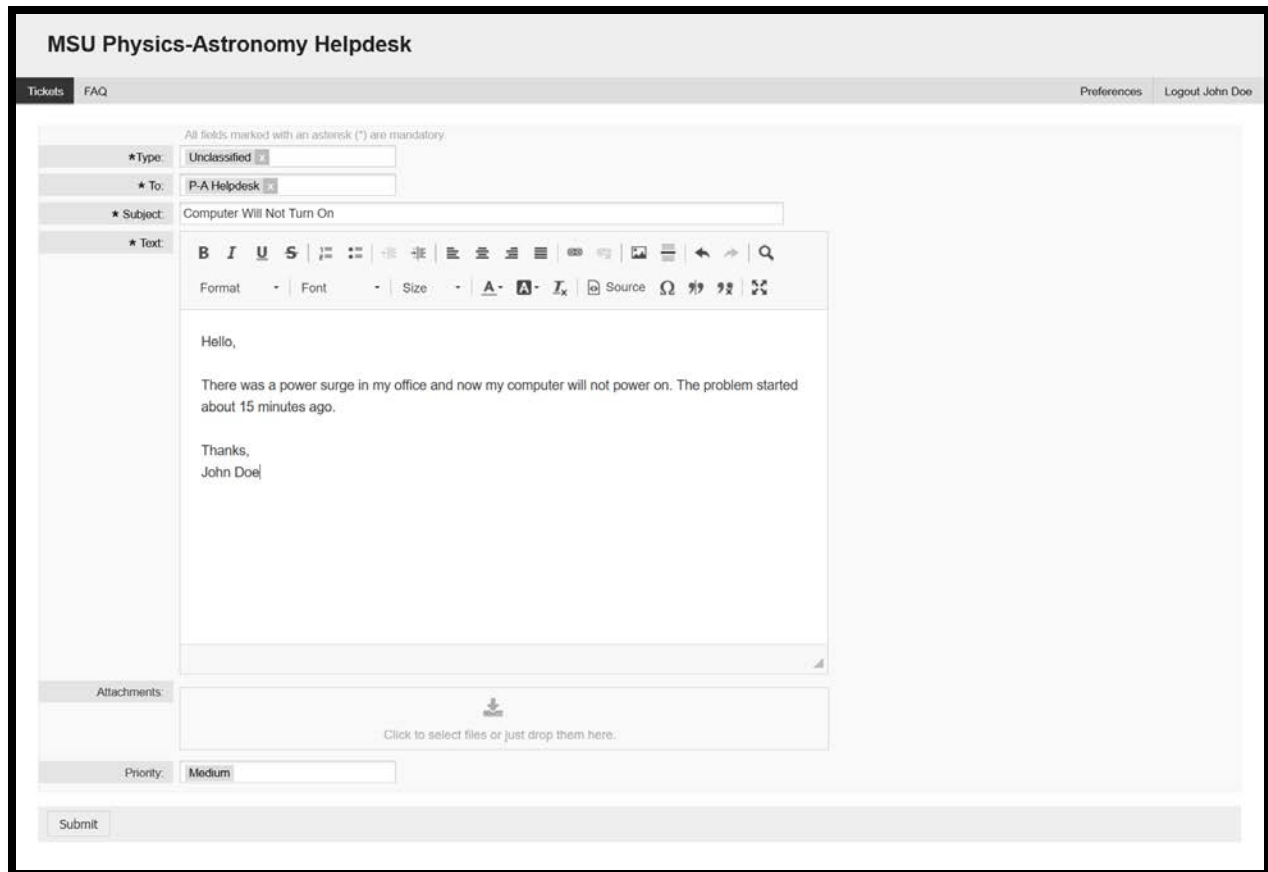


If you have any existing tickets, then the screen will display them in a list:



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4. To create a new ticket, click “Tickets” in the upper-left corner and select “New Ticket” from the menu that appears. You should then see a screen asking for information about the new ticket. An example of this screen is below.



The screenshot displays the MSU Physics-Astronomy Helpdesk web interface. At the top, there is a navigation bar with "Tickets" and "FAQ" tabs, and a user profile section for "John Doe" with "Preferences" and "Logout" options. The main form area is titled "MSU Physics-Astronomy Helpdesk" and contains the following fields and elements:

- *Type:** A dropdown menu set to "Unclassified".
- *To:** A dropdown menu set to "P-A Helpdesk".
- *Subject:** A text input field containing "Computer Will Not Turn On".
- *Text:** A rich text editor with a toolbar (bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, link, unlink, source, undo, redo) and a text area containing:
Hello,

There was a power surge in my office and now my computer will not power on. The problem started about 15 minutes ago.

Thanks,
John Doe
- Attachments:** A section with a download icon and the text "Click to select files or just drop them here."
- Priority:** A dropdown menu set to "Medium".
- Submit:** A button at the bottom of the form.

A note at the top of the form states: "All fields marked with an asterisk (*) are mandatory."

If your request is related to a website change, please change the “To:” field from “P-A Helpdesk” to “Web Helpdesk”.

5. Once the form has been filled out, click “Submit”. You should receive an automatic response confirming your ticket number.