

MSU Physics-Astronomy IT Helpdesk  
How to Reply to a Ticket in the P-A Helpdesk Web Interface, 3.1

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

**Article Number:** 3.1

**Applies to OS:** Windows 10; macOS; Linux;

**Applies to:** helpdesk.pa.msu.edu

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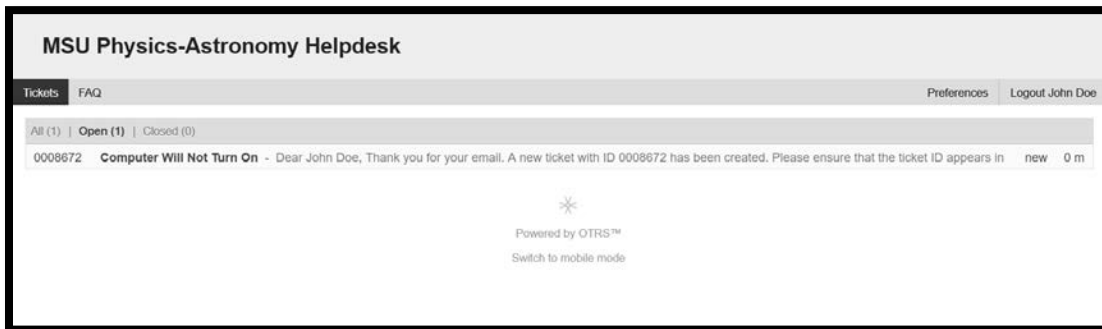
Summary of Article topic

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## Replying to an OTRS helpdesk ticket

1. Log into your helpdesk account. You should see a list of your tickets:

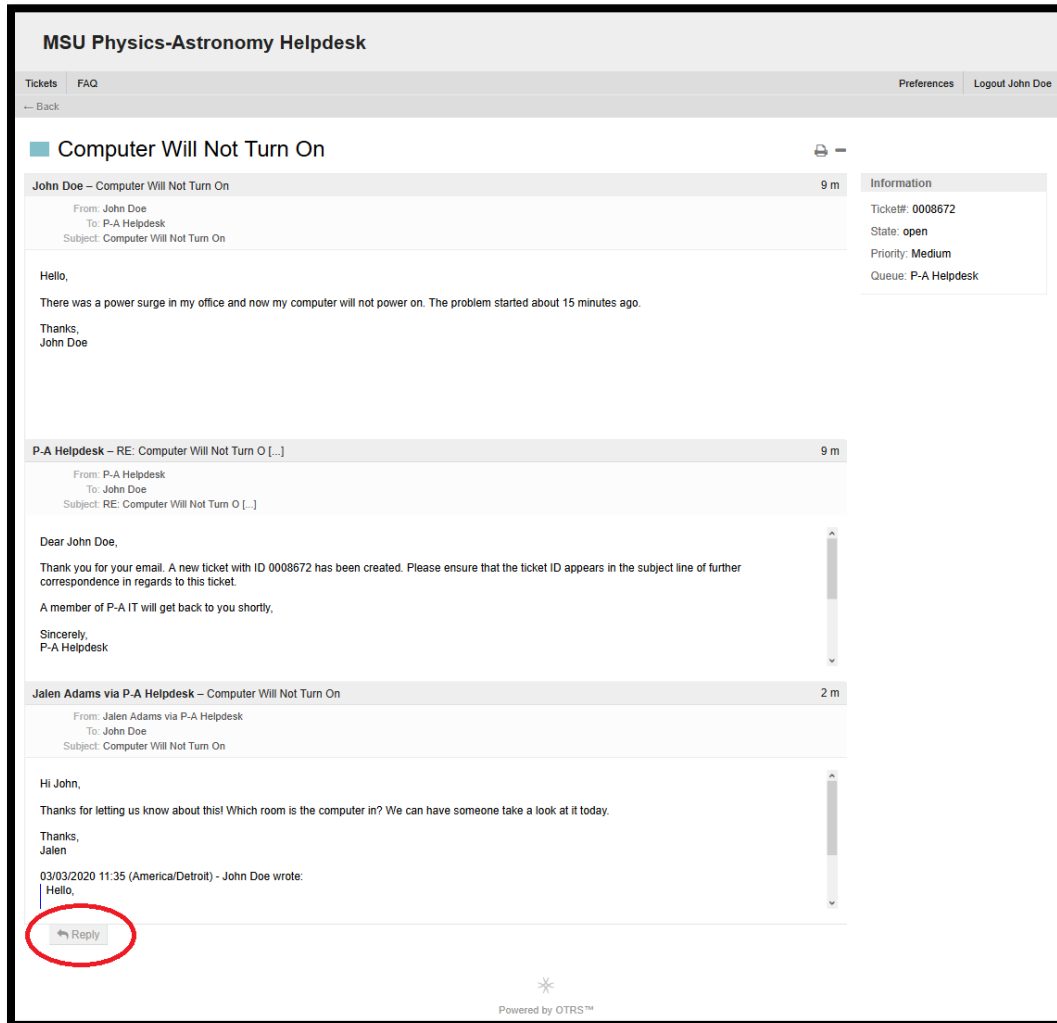


2. Click on the ticket that you want to reply to. This should open a new page that displays all information about the ticket.

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3. Click the "Reply" button at the bottom of the screen:



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4. You should now see an interface for writing your reply. Here you can also change the ticket state (open, closed, on-hold, etc.) and priority.

The screenshot displays the MSU Physics-Astronomy Helpdesk web interface. At the top, there are navigation links for 'Tickets', 'FAQ', 'Preferences', and 'Logout John Doe'. The main content area shows a ticket titled 'Computer Will Not Turn On' with a status of 'open' and priority of 'Medium'. The ticket history includes a message from John Doe reporting a power surge and a response from the P-A Helpdesk. A new reply is being composed by John Doe, stating 'The computer is in room 1209. Thanks!'. The interface includes a rich text editor with a toolbar, an 'Attachments' section, and dropdown menus for 'Next state' (set to 'open') and 'Priority' (set to 'Medium'). A 'Submit' button is visible at the bottom of the reply form.