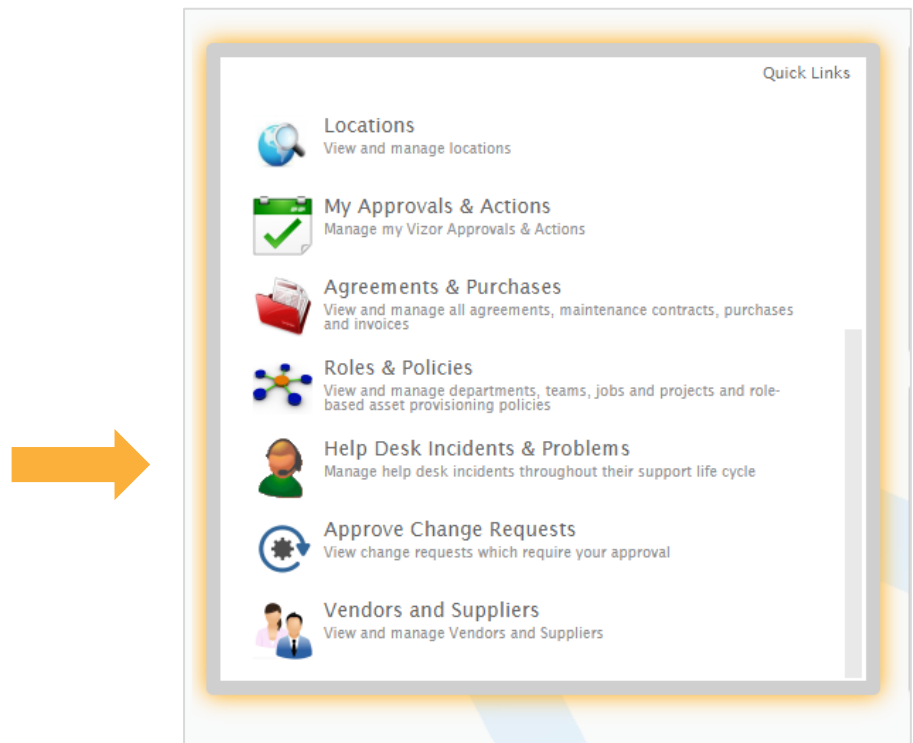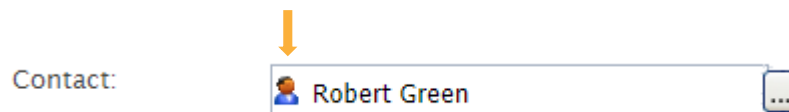# View Employee Details from a Ticket

1. Go to your homepage

2. Click the *Help Desk Incidents & Problem* Link

3. Click on the ticket of interest

4. Click on the icon next to the end users name

5. The end user's details will pop up in a new window, including his open tickets