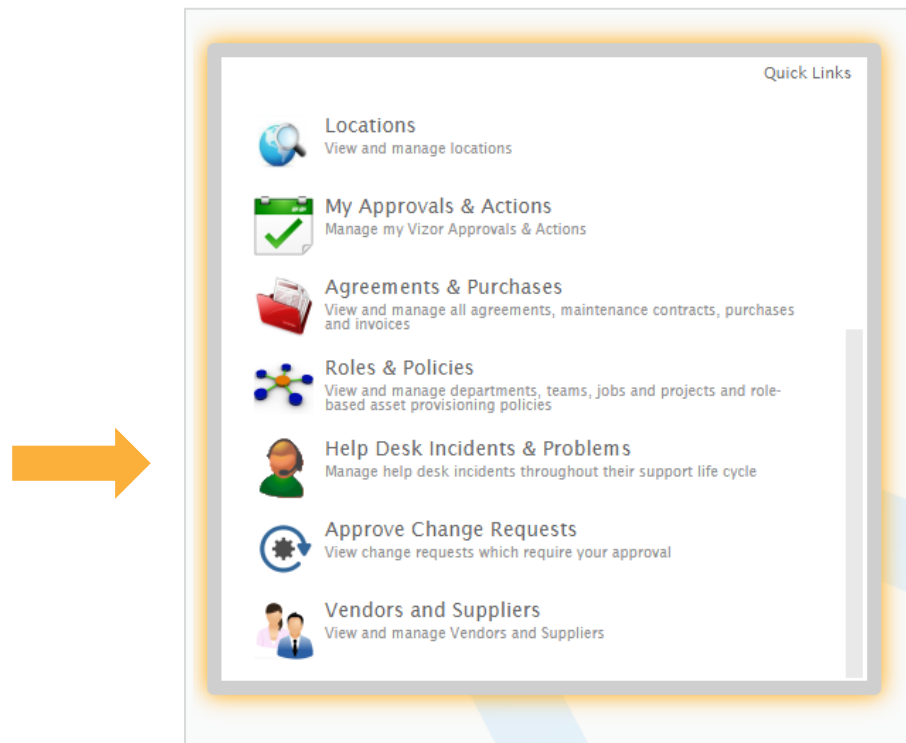


View the Progress of a Ticket

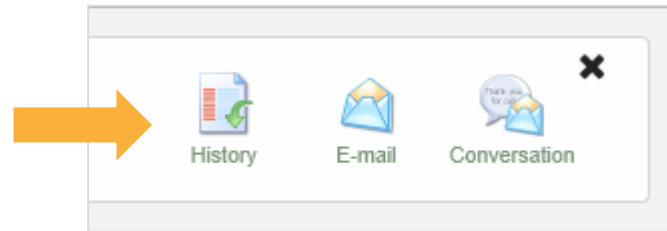
1. Go to your homepage
2. Click the *Help Desk Incidents & Problem* Link



3. Help desk will open to a list of your tickets. Scroll through the list, use the search bar or a query to find the ticket you're looking for
4. Once the ticket is identified, you can see general information about that the ticket as such:

	Issue	Priority	Progress	Contact	Category	Summary
	12	High	New	Employee User	System - Network	Do not have Internet
	13	High	New	Donald Nathan	Apps - MS Outlook	Outlook opens but no new emails are shown
	14	Highest	In Progress	Robert Green	HW - Monitor	Monitor is all black

- If this isn't enough information, click the ticket to take a closer look.
- When the ticket opens, make your way to the top right corner and press the *History* Icon



- A new window will list all the changes ever made to the ticket (1). You'll see all the individuals who ever worked on it (2) as well as when they did so (3)

Revision	Date	Time	User	Source	Source IP	Modification To	Previous Value	Current Value
4	2/22/2017	1:30:16 PM	itmanager	modemcable1	24.37.93.141	Activity Entry	Do you have internet?	Connected to computer and review inte
4	2/22/2017	1:30:16 PM	itmanager	modemcable1	24.37.93.141	Total effort time	12	102
3	2/22/2017	1:29:43 PM	dnathan	modemcable1	24.37.93.141	Activity Log	<table style="position:relative;width:100%;height:1em"></table>	<table style="position:relative;width:100%;height:1em"></table>
3	2/22/2017	1:29:43 PM	dnathan	modemcable1	24.37.93.141	Activity Log Customer	<table style="position:relative;width:100%;height:1em"></table>	<table style="position:relative;width:100%;height:1em"></table>
2	2/22/2017	1:29:26 PM	itmanager	modemcable1	24.37.93.141	Activity Entry	Do you have internet?	
2	2/22/2017	1:29:27 PM	itmanager	modemcable1	24.37.93.141	Service Type	Software	
2	2/22/2017	1:29:27 PM	itmanager	modemcable1	24.37.93.141	Total effort time	12	
2	2/22/2017	1:29:27 PM	itmanager	modemcable1	24.37.93.141	Activity Log	<table style="position:relative;width:100%;height:1em"></table>	

8. The *Modification To* column includes a section called *Activity Log*. This is where email exchange with the end user is tracked and where you can take notes. To get there close the *History* window and press the *Activity Tab*



**Where you can add notes.
Press *Apply* at the bottom right corner to save your notes**

Check the box if you want your notes to be visible to the end user

A note for anyone who might see this ticket →

Email Exchange Tracked →

Activity:

Activity Visible to Customer:

Activity Log:

itmanager (New)

Tried opening the email on his computer but it also didn't work.

"Chris Hubbard" <email@yourcompany>

Subject: RE: Email help on my phone (Issue ID: 11)
To: "Vector Networks Inc" <vectornetworks@outlook.com>

I'm using:
XXX
YYY
ZZZ

From: Vector Networks Inc [mailto:vectornetworks@outlook.com]
Sent: Tuesday, February 07, 2017 9:49 AM
To: Chris Hubbard
Subject: RE: Email help on my phone (Iss...
(view e-mail)

vectornetworks@outlook.com

Subject: RE: Email help on my phone (Issue ID: 11)
To: "Chris Hubbard" <email@yourcompany>

Please send the mail account settings you are using.From: "Chris Hubbard" <email@yourcompany>
Sent: 2/7/2017 9:39:20 AM