

Using Help Ticket (Parature)

Overview

This Job Aid contains updated procedures for finding answers using the on line support center and submitting a help ticket.

Key

Ticket Status Legend:	
Open	Ticket has not been addressed yet.
Work In Progress	Ticket has been assigned to a technician and is in process.
Need More Info	We require additional information in order to solve your issue.
Reopened	The ticket requires a revision for the solution posted.
Resolved	Your issue has been resolved.

Purpose

Help Ticket (Parature) allows users to quick-search frequently asked questions for immediate answers to common questions. When a specific question cannot be found in the Knowledge Base, a ticket can be submitted and will be routed to the person that can best answer that question. By submitting a ticket, you will be able to track the status of your questions and reduce the amount of wait time spent on the phone. If the question you submit is a common question Purchasing receives, it may also be added to the newly updated resource called the Knowledge Base and/or Troubleshooter for others to access.

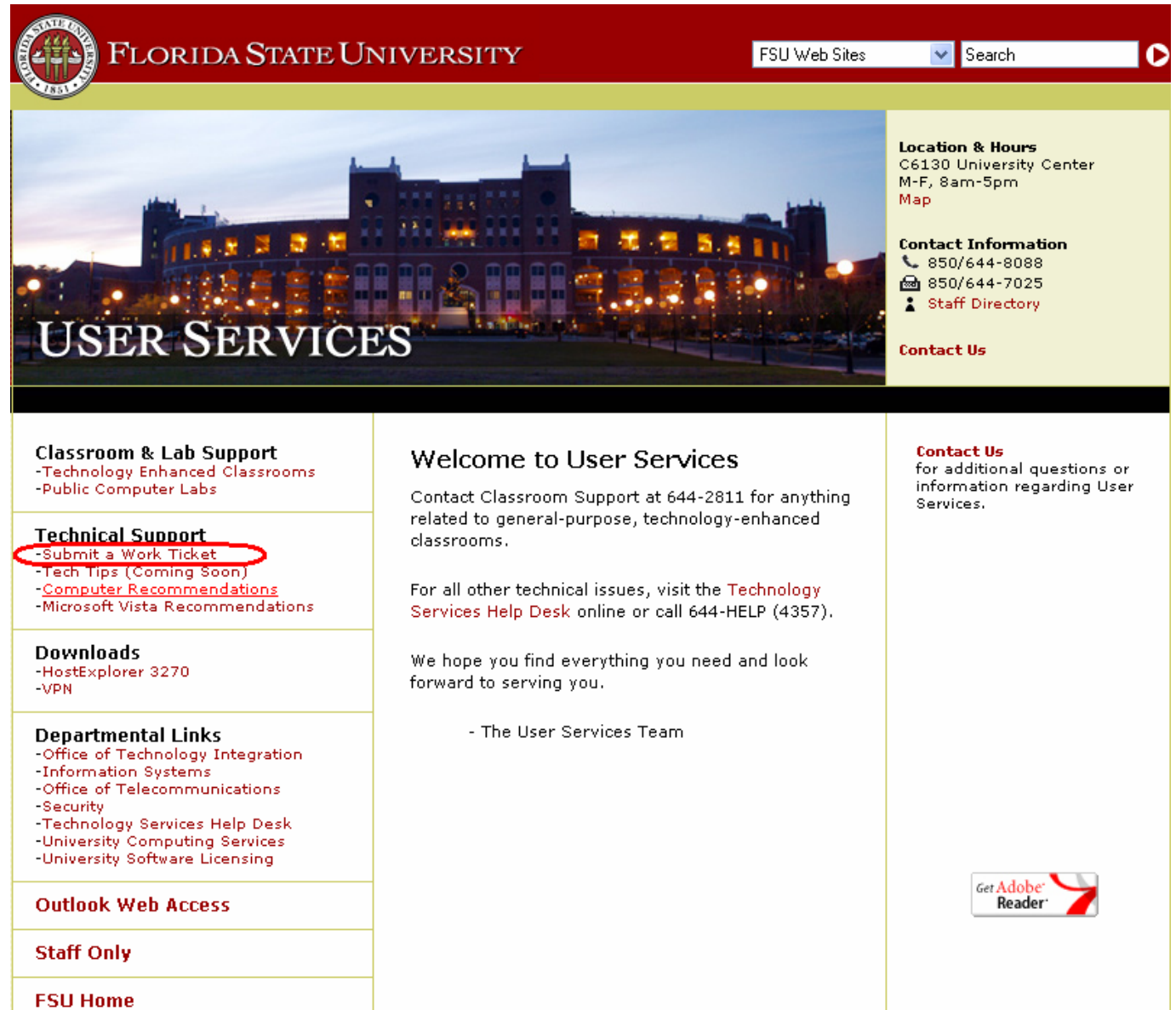
Procedure

The following procedure will assist you in finding answers to your questions in a quick and efficient fashion.

Navigation

http://us.fsu.edu

Click: **Submit a Work Ticket**



FLORIDA STATE UNIVERSITY

FSU Web Sites Search

USER SERVICES

Location & Hours
C6130 University Center
M-F, 8am-5pm
[Map](#)

Contact Information
850/644-8088
850/644-7025
[Staff Directory](#)

Contact Us

Classroom & Lab Support
-Technology Enhanced Classrooms
-Public Computer Labs

Technical Support
-Submit a Work Ticket
-Tech Tips (Coming Soon)
-Computer Recommendations
-Microsoft Vista Recommendations

Downloads
-HostExplorer 3270
-VPN

Departmental Links
-Office of Technology Integration
-Information Systems
-Office of Telecommunications
-Security
-Technology Services Help Desk
-University Computing Services
-University Software Licensing

Outlook Web Access

Staff Only

FSU Home

Welcome to User Services

Contact Classroom Support at 644-2811 for anything related to general-purpose, technology-enhanced classrooms.

For all other technical issues, visit the [Technology Services Help Desk](#) online or call 644-HELP (4357).

We hope you find everything you need and look forward to serving you.

- The User Services Team

Contact Us for additional questions or information regarding User Services.

Get Adobe Reader

Use Troubleshooter to quick-search existing questions and answers before submitting a help ticket.

Click on the **Troubleshooter** link.

Home | **Online Support** | Request Support | My Support | Welcome Guest

Support Center

Welcome to FSU's technology support center. For assistance, phone the Technology Services Help Desk at 850-644-HELP (4357). If you are an instructor and would like assistance with campus.fsu.edu (Blackboard), please call 850-644-8004.

- Troubleshooter** (circled in red)
Take a step by step tour to find your answer.
- Knowledge Base**
Browse or search the Knowledge Base for a wide variety of solutions.
- Downloads**
Browse our library of downloads and files.
- Submit a Ticket**
Submit a trouble ticket to our service representatives. You can track the status of your ticket in My Support.

Most Popular Topics

Topic	Viewed
Need help with username or password?	7496
Why if a class I'm enrolled in is not showing up in Blackboard?	7142
What do I do if I forgot my Garnet or Mailer username?	2390
Why do I get "Password Incorrect" when I try to login to FSU Online (Blackboard)?	2187
What is Blackboard?	2081

Most Recent Topics

Is Blackboard Compatible with Internet Explorer ??	12/14/2006
How do I get a p-card?	12/5/2006
Can I use split distribution (multiple budgets on one line) on my PO?	12/5/2006
How do I get a username and password for logging campus.fsu.edu (Blackboard)?	11/30/2006
How do I Unencumber money not used from a PO?	11/15/2006

Step 1: Select a Category

Choose a category from the scroll-down menu that best fits the subject area to which your question refers.

Click **Continue to Step 2->** button

Tips:

If you do not have a specific question you may wish to search the Knowledge Base for resources.

Home | **Online Support** | Request Support | My Support

[Knowledge Base](#) | [Downloads](#) | [Glossary](#) | **Troubleshooter**

Step 1: Select a Category

Please choose a topic from the list below. When we know at a glance what kind of issue you have, we can give you help more quickly. Click the "Continue" button at the bottom of each page to take you to the next step.

Select a Category:

- Time and Labor
- e-Recruit
- e-PAF & Reappointments
- Miscellaneous
- Payroll/Paycheck
- Purchasing**
- Requisitions
- Purchase Order
- Dispatch
- Change Orders

Continue to Step 2->

Step 2: View Popular Topics

Shows a list of popular topics contained in the category you selected in the previous step.

Click the question link to view an answer or click the **My answer is not here**-> button to refine your search.

Home | Online Support | Request Support | My Support

[Knowledge Base](#) | [Downloads](#) | [Glossary](#) | [Troubleshooter](#)

Step 2: View Popular Topics

The following are popular topics in this category. Click on any of the links below that may have the answer you want. If your answer is not here, continue to the next step.

Popular Topics in: [Purchasing](#)

- + [Can I make a change request?](#)
- + [How do I unencumber money not used?](#)
- + [How do I cancel a purchase order?](#)
- + [I submitted a change order and I want to know when it is done. Is there a way to track change orders?](#)
- + [How can I unencumber money for items not received on PO?](#)
- + [How do I do a change request?](#)
- + [Can I access Cyberdocs on a MAC?](#)

<- Back | My answer is not here ->

Step 3: Try to Search

Enter a keyword and click **Search and Continue**.

Search results will be displayed below the search box with your keywords highlighted in yellow.

If you are still not satisfied with your answer click **My answer is not here**-> button to submit a new help ticket.

Home | Online Support | Request Support | My Support

[Knowledge Base](#) | [Downloads](#) | [Glossary](#) | [Troubleshooter](#)

Step 3: Try to Search

To help you find your answer, try entering a topic in the search box. Most questions will have an answer here. If your answer is not here, continue to the next step.

Requisition | Search and Continue | [Advanced Search](#)

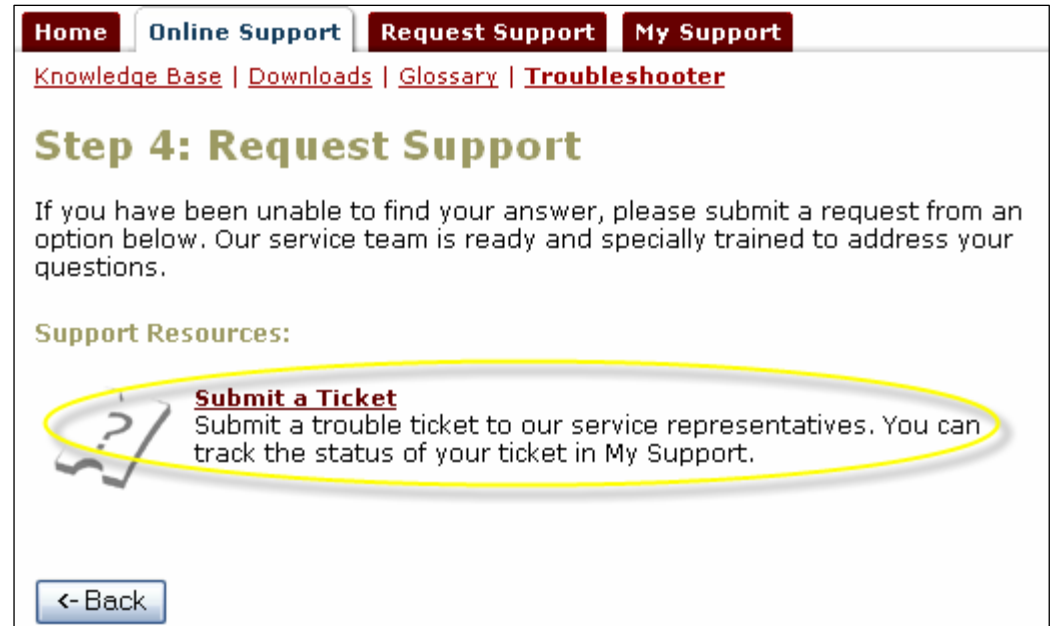
Search Results:

- + [How do I split money between multiple budgets on a **requisition**?](#)
- + [How do I add line to a **requisition**?](#)
- + [How do I cancel a purchase order?](#)
- + [How do I process a return to vendor?](#)
- + [How can I clone a **requisition**?](#)

<- Back | My answer is not here ->

Step 4: Request Support

Click **Submit a Ticket**.




Home | **Online Support** | **Request Support** | **My Support**

[Knowledge Base](#) | [Downloads](#) | [Glossary](#) | [Troubleshooter](#)

Step 4: Request Support

If you have been unable to find your answer, please submit a request from an option below. Our service team is ready and specially trained to address your questions.

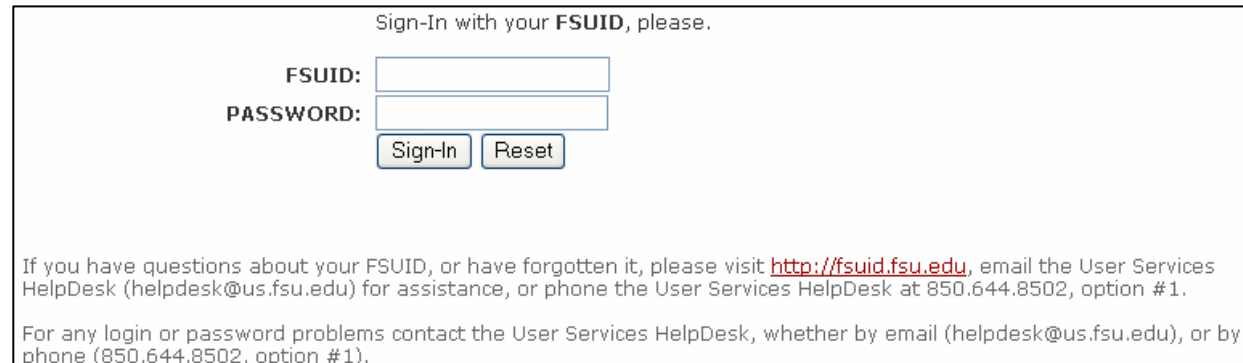
Support Resources:

 **Submit a Ticket**
Submit a trouble ticket to our service representatives. You can track the status of your ticket in My Support.

[<- Back](#)

Sign-in using your **FSU ID** and **Password**.

Click the **Sign-in** button.



Sign-In with your **FSUID**, please.

FSUID:

PASSWORD:

If you have questions about your FSUID, or have forgotten it, please visit <http://fsuid.fsu.edu>, email the User Services HelpDesk (helpdesk@us.fsu.edu) for assistance, or phone the User Services HelpDesk at 850.644.8502, option #1.

For any login or password problems contact the User Services HelpDesk, whether by email (helpdesk@us.fsu.edu), or by phone (850.644.8502, option #1).

Step 5: Submit a Ticket

Input:

Issue Area

Summary

Details

Attachment: *Optional

Click **Preview** button to review your entry before submission.

Click **Finish** to submit.

IVERSITY

[Home](#) [Online Support](#) [Request Support](#) [My Support](#)

[Submit a Ticket](#)

Submit a Ticket

The Ticket System enables you to directly submit a support ticket to a technical specialist whose expertise matches your inquiry. This online tool provides an alternative to phone and e-mail and helps expedite the resolution of your issue. You can track the status of your ticket in My Support.

Contact Info

* Name	Marcia Feldman
* Username	mfeldman

Ticket Description

* Issue Area:	Purchasing
* Summary:	Need to change description
* Details: (maximum 6000 characters)	I need to change the description on my requisition.

The above text contains HTML formatting

Options

Attachment:	Attach a File (max 1 file of 6 MB)
Email Notification:	<input checked="" type="checkbox"/>

* - Required field(s)

Ticket Details

Review and track the status of your ticket using My Support.

More Information

More information is available on the Purchasing Website at www.purchasing.fsu.edu.

Click on the link for training to see job aids, policies and procedures, and staff contact information.

[Home](#) [Online Support](#) [Request Support](#) [My Support](#)

[My Tickets](#) | [My Subscriptions](#)

Ticket Details

Ticket Summary

Ticket #:	686-3072267
Status:	Open
Date Created:	9/21/2006 10:58 PM EDT
Date Updated:	9/21/2006 10:58 PM EDT



Ticket Description

Issue Area:	Purchasing
Summary:	route to Marcia
Details:	test
Attachment:	None

Actions

History

Action Date	Actions	CSR / Customer	Comment
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 [Print this Ticket](#)  [Back](#)

Tips to Keep In Mind

If your question involves a specific Requisition, PO, or Budget be sure to indicate that information in the Details of your question.