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.
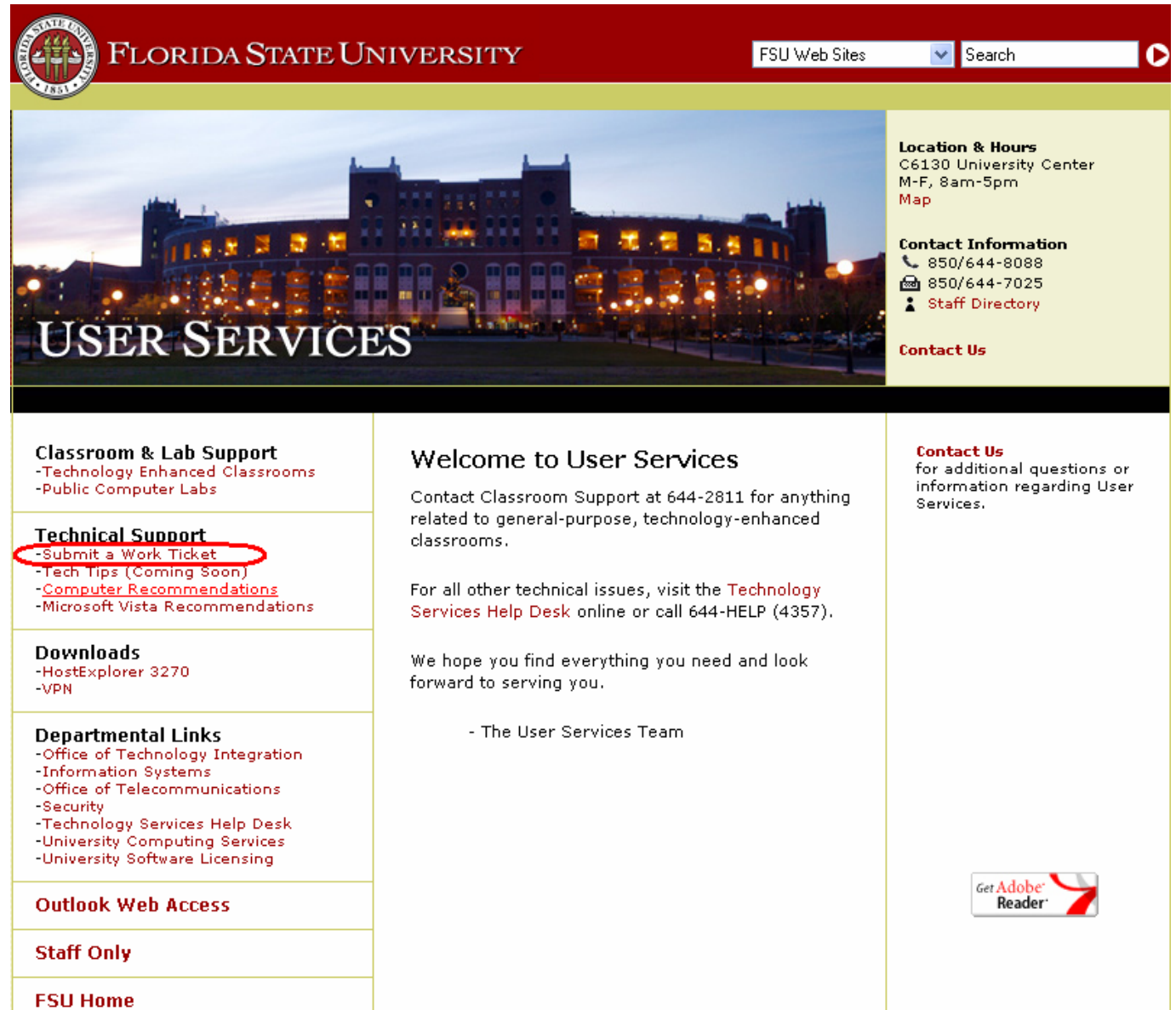
Procedure

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**

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.

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

Click on the **Troubleshooter** link.

Troubleshooter
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

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

Most Recent Topics

1. Is Blackboard Compatible with Internet Explorer 7?	12/14/2006
2. How do I get a p-card?	12/5/2006
3. Can I use split distribution (multiple budgets on one line) on my PO?	12/5/2006
4. How do I get a username and password for logging campus.fsu.edu (Blackboard)?	11/30/2006
5. 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:
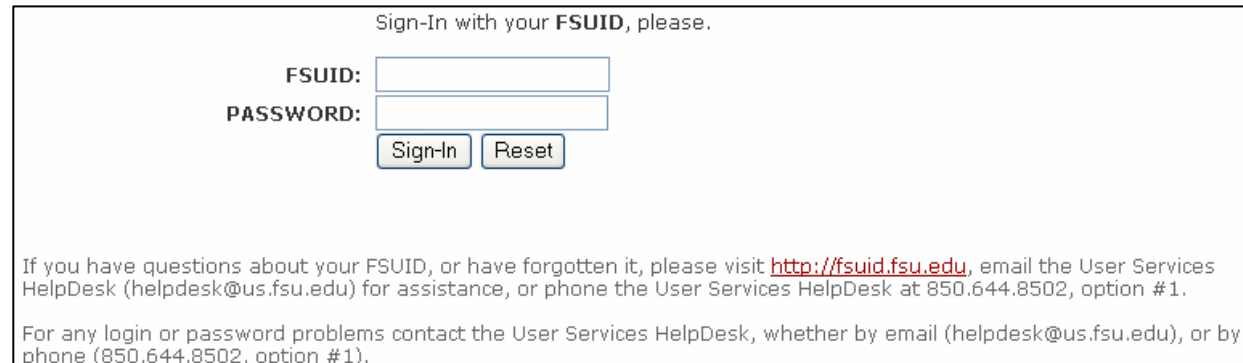If you do not have a specific question you may wish to search the Knowledge Base for resources.

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.

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.
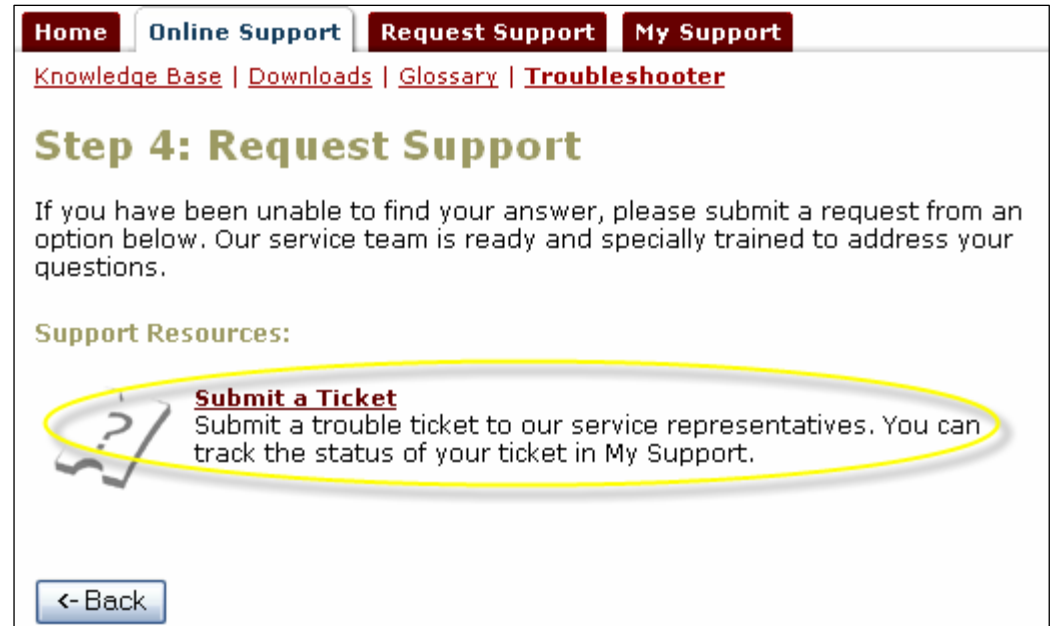
Step 4: Request Support

Click **Submit a Ticket**.

Sign-in using your **FSU ID** and **Password**.
Click the **Sign-in** button.

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.

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.

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.