



ITC HELP DESK TICKETING SYSTEM USER GUIDE

XULA ITC Help Desk x

← → ↻ <https://help.xula.edu>

 **XAVIER**
UNIVERSITY of LOUISIANA

XULA ITC Help Desk

 Please login using your Windows domain credentials.

Log In

User Name

Password

.....

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HELP.XULA.EDU

- To get to the new ITC ticketing system visit: help.xula.edu
- Log in using your Xavier Windows user name and password.

Alternatively, you can go to Xula.edu under the Resources tab select complete list under the Online Resources column. Click on the Help desk icon.

XAVIER UNIVERSITY of LOUISIANA

XULA ITC Help Desk

Please login using your Windows domain credentials.

Log In

User Name

Password

Log In

** the user name and password you use to log into your computer or Wi-Fi **

CREATING A TICKET



Help Request

Request Type

Subject

Request Detail

Attachments

Location Room

Select Asset

Please select a Model.

Model

**** YOU DON'T NEED TO COMPLETE THE ASSET SECTION. ****

Type

Model

- Complete the Help Request section.
- Select a Request type.
 - See the Request type fields at the end of this document.
- Include the subject of your request.
- Make sure to include a callback number and select your location.
- If you need to add an attachment select add file.
 - (refer to page 5 for instructions)
- Once you have completed your ticket click save.

VIEWING THE HISTORY OF YOUR TICKET

Ticket History

Ticket No. Status **All Active** Contains

No.	Date	Updated	Status	Request Detail	Survey
2440	6/13/2017	6/14/2017	Waiting on Customer	WTEPilot: Electronic Timecard Banner Link needs to be updated: LaToya, I have gotten several calls f...	

1 item

Tickets Per Page **10**

Under the History tab You can see the history of your tickets. You can view the progress of your ticket by looking at the status column

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Ticket History

Ticket No. Status **All Active** Contains

- All Active
- All
- All Active
- Open
- Pending
- Waiting on Customer
- Closed
- Cancelled
- Resolved**

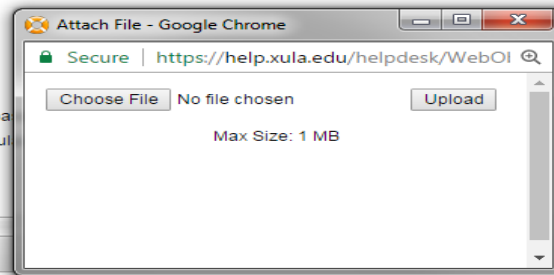
- If you know your ticket number you can use the Ticket number search field to search for that ticket.
- If you want to view all of your tickets by Status type select the Status drop down menu to search by status.

ATTACHING A FILE

Ticket 856

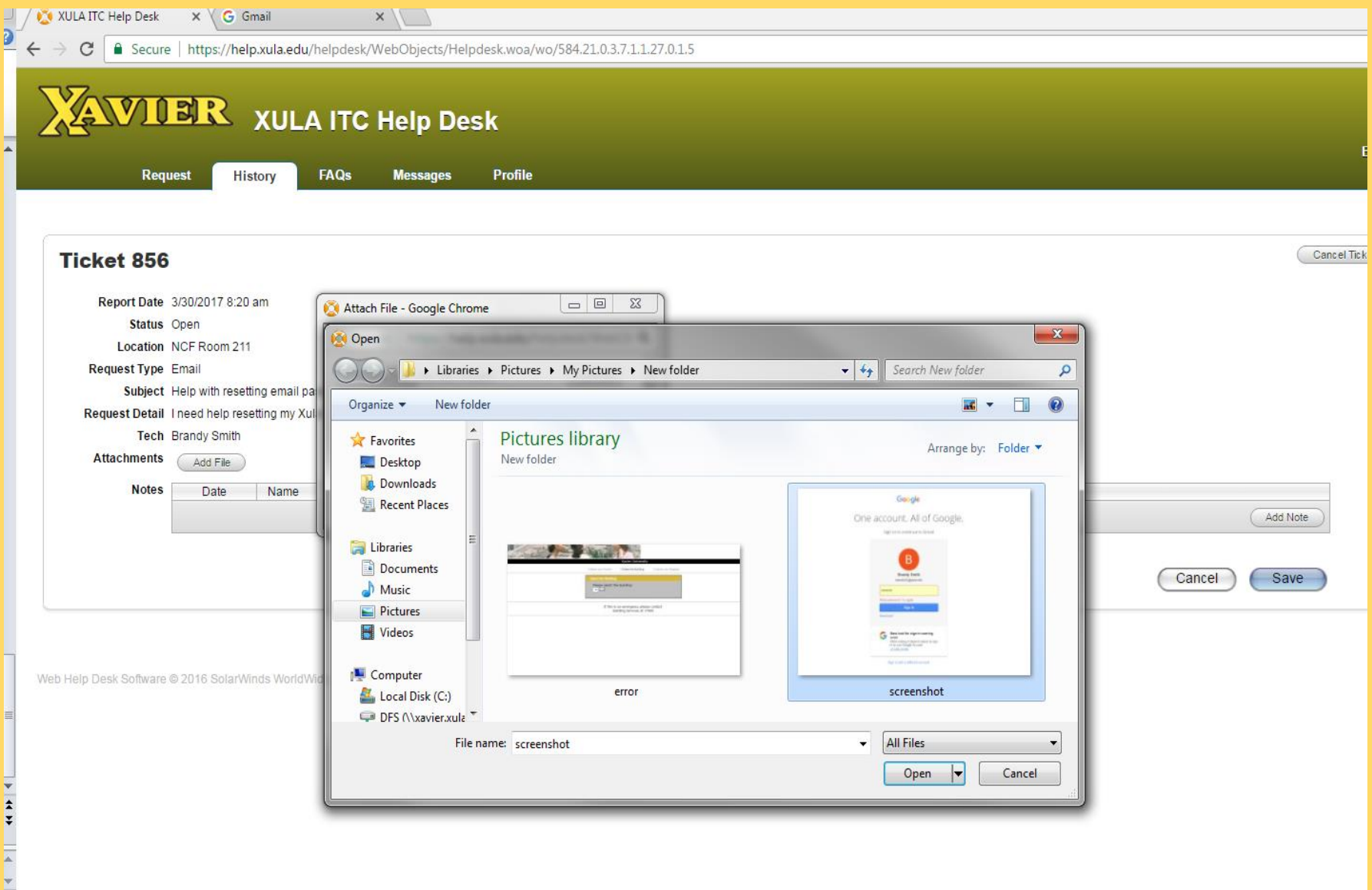
Report Date 3/30/2017 8:20 am
Status Open
Location NCF Room 211
Request Type Email
Subject Help with resetting email pa
Request Detail I need help resetting my Xul
Tech Brandy Smith
Attachments
Notes

Date	Name
------	------



You can attach files to your ticket by:

- Clicking on the Add File button.
- Next select Choose a File.



- Select the file that you would like to attach to your ticket.
- Click open

Ticket 856

Report Date 3/30/2017 8:20 am

Status Open

Location NCF Room 211

Request Type Email

Subject Help with resetting email pa

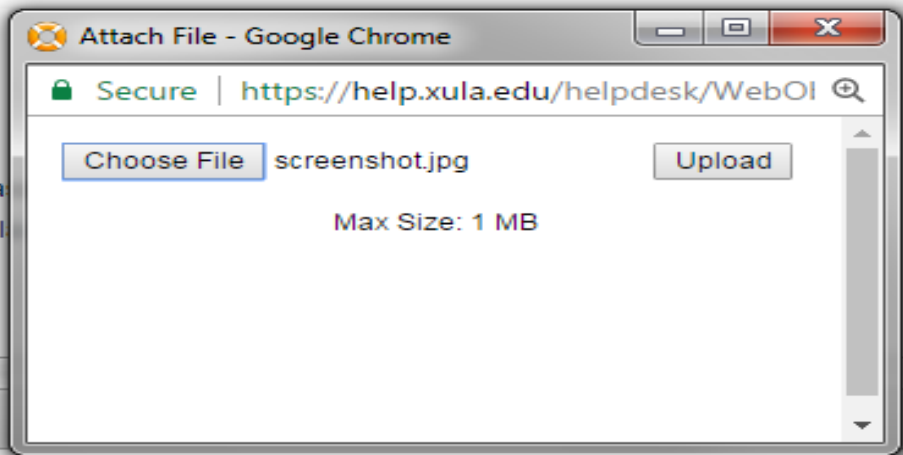
Request Detail I need help resetting my Xul

Tech Brandy Smith

Attachments

Notes

Date	Name



Click upload to upload your file to the ticket.



XULA ITC Help Desk

[Request](#)

History

[FAQs](#)

[Messages](#)

[Profile](#)

Ticket 856

Report Date 3/30/2017 8:20 am

Status Open

Location NCF Room 211

Request Type Email

Subject Help with resetting email password (ticket for training)

Request Detail I need help resetting my Xula email password.

Tech Brandy Smith

Attachments [Add File](#)

[screenshot.jpg](#) (64.6 KB, 4/03/2017 10:50 am)

Notes

Date	Name	Note Text

ADDING A NOTE TO A TICKET



XULA ITC Help Desk

Request

History

FAQs

Messages

Profile

Ticket 856

Report Date 3/30/2017 8:20 am

Status Open

Location NCF Room 211

Request Type Email

Subject Help with resetting email password (ticket for training)

Request Detail I need help resetting my Xula email password.

Tech Brandy Smith

Notes

Date	Name	Note Text

New Note

I added a screenshot of the error message. |

Attachments

Add File

3084

Add Note

- Click on the ticket you would like to add a note to.
- Click the Add Note Button.
- The New Note field will appear and you can add a note to your ticket.

UPDATING YOUR PROFILE



Request

History

FAQs

Messages

Profile

User Profile

*Indicates required fields.

First Name*

Last Name*

E-Mail*

Secondary E-Mail ⓘ

Phone

Phone 2

Location ▼

Room

Time Zone

- On the Profile tab you can update your information.
- Update your work number.
- Update your location.
- Click the save button to save all of your information.

Save

Request Type Fields At A Glance

Apps & Reporting	Asset Management	Audio Visual Needs	Blackboard	Cable TV	Communication
<ul style="list-style-type: none"> Argos Request Can't Login Other Site Not Launching Banner Request Banner Client Password Banner Student Financial Aid Fiscal Service General Support Human Resources New User Account Brio Request Can't Login Other Site Not Launching ezProxy Other Report Request TMA Building List Not Loading Site Not Launching 	<ul style="list-style-type: none"> Missing Asset Tag New Computer Req. Dell Computer Mac Computer New Printer Request Other 	<ul style="list-style-type: none"> No picture Staff Activation Student Activation Student – New Request 	<ul style="list-style-type: none"> Course Removal Enrolled in Wrong Course Other 	<ul style="list-style-type: none"> No picture Staff Activation Staff – New Request Student Activation Student – New Request 	<ul style="list-style-type: none"> Cabling - Jack issue Change Ext. Display Fax Line Not Working Forgot Long Distance Pin Long Distance Pin Request New Phone Request Other Phone Not Working Phone Relocation Voicemail Password Reset

EAB	Email	General	Google Apps	Hardware	Mobile App
<ul style="list-style-type: none"> Can't Login Other Site Not Responding 	<ul style="list-style-type: none"> New Email Account Setup Other 	<ul style="list-style-type: none"> Other Software 	<ul style="list-style-type: none"> Google Docs Google Drive Google Sheets Others Spam/Phishing Two factor authentication Unable to Send/Receive Whitelist/Blacklist address 	<ul style="list-style-type: none"> Computer Not Working Computer Relocation Keyboard Broken Laptop Not Working Monitor Not Working Mouse Broken Other 	<ul style="list-style-type: none"> Feature Not Working Login Problems New Feature Request Other

Request Type Fields At A Glance

Network	New Account Setup	Password Reset	Printing	Software	Training	Website
Device Exclusion	Blackboard	Banner Web Pin	New Printer Setup	Adobe	Google Mail	CMS Training
Event Request	Windows Account	Blackboard	Other	Can't Print to PDF	Google Tools	Content Update
Gaming Console Connection		Password	Printer Not Printing	Error Message	MS Excel	New Site
Guest Wireless Access		EMS- Room Request	WEPA Printing Problem	Other	MS PowerPoint	Other
New Network Drop Install		Housing Password		Banner Client Can't Print	MS Word	
No Connectivity		Library Database		Error Message	Other	Reporting Tool
Repair LAN Jack		OrgSync		Other	Visio	
Shared (Network drive) Folder Access		Wi-Fi Password		MS Office	VoIP	Telephones
Slow Network Performance		Windows Lockout		Error Message		
Wi-Fi Not Working		Windows Password		Other		
				Software Installation		
				Other		