



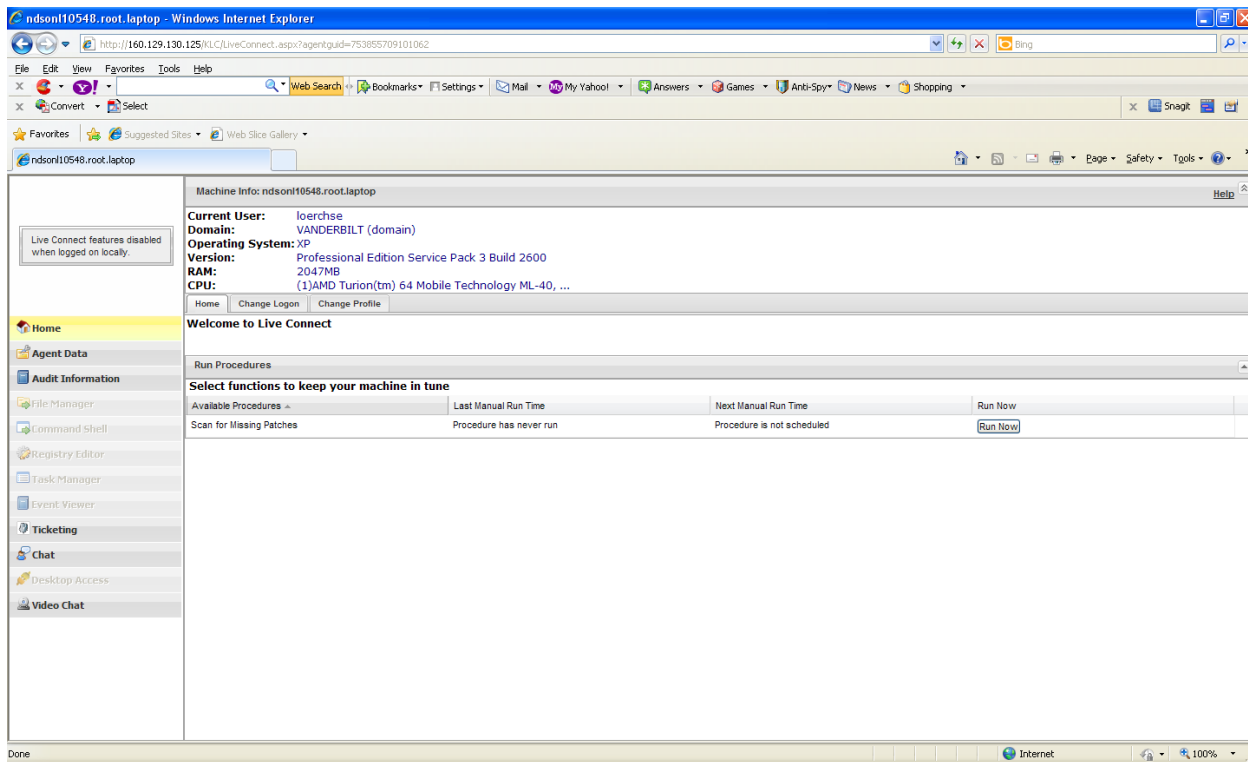
How to Create a Work Ticket in Kaseya

This document serves as a guide for creating work (aka service) tickets when computer related problems arise. Use of this software will decrease the response time for rectifying issues encountered due to software errors and select hardware problems.

Kaseya software has been installed on all VUSN owned desktops and some laptops. It is accessed via the  icon located on the lower right hand side of the desktop taskbar. One of the components of this software allows you to create a work ticket from the desktop that is tracked and maintained on our server.

Begin by right-clicking the  icon then left-clicking the option **Contact Administrator**.

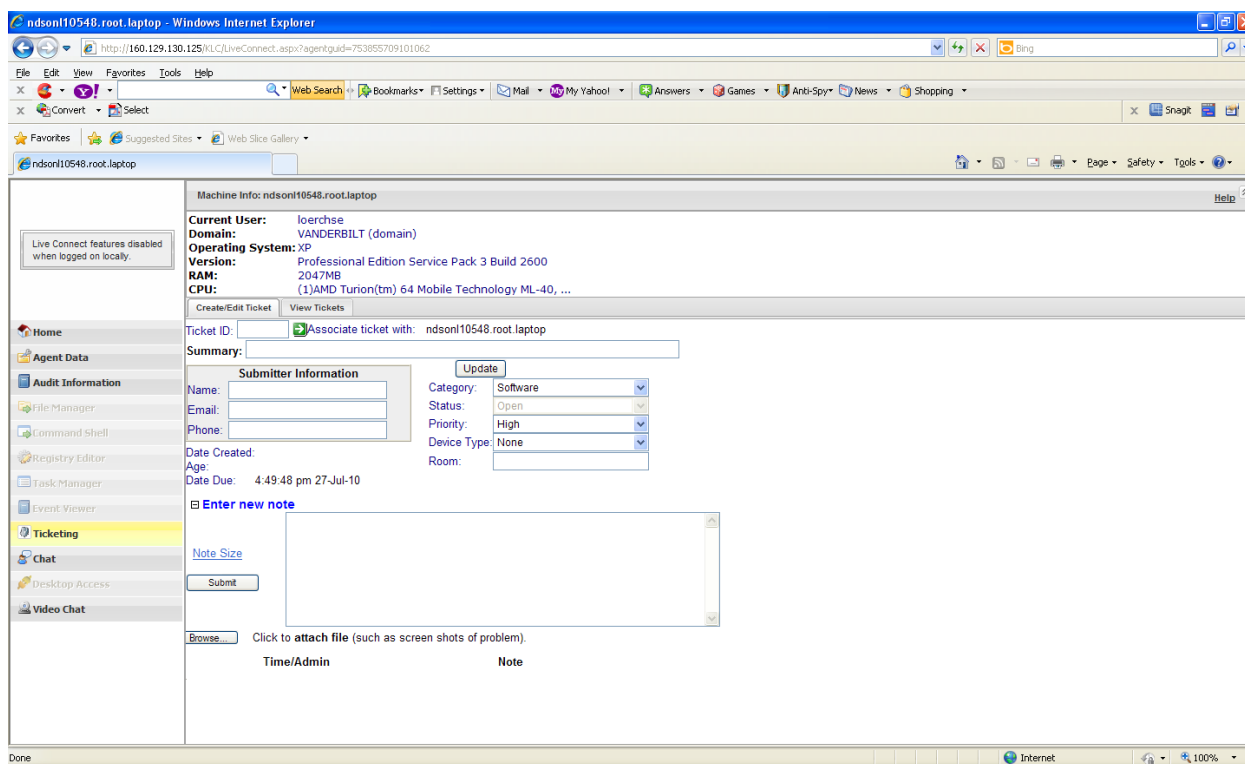
The following **Welcome** screen should appear:



Left-click the **Ticketing** link on the left-hand side and depicted by the following graphic:



The following **Welcome** screen should appear:



This is where you fill out what your equipment problems are. Notice there is a **Summary** line at the top of the screen. This is where you provide a brief description of what the problems are. The **Submitter Information** as shown in the following graphic should auto populate with your contact information:

Submitter Information

Name:

Email:

Phone:

If this information is incorrect then back it out and type in your correct contact information.

Update

Category:

Status:

Priority:

Device Type:

Room:

Just to the right of the **Submitter Information** section you see the **Category** drop down list as depicted in the graphic above. This is where you will choose what category your computer issue resides under and narrow down the resolution process for the issues listed.

Located two lines below the **Category** option, the next section as depicted in the graphic below is the **Priority** option:

Priority:

Kaseya Ticket Creation Instructions

In this field indicate how severe the issues are from choices: High, Normal, and Low.

The next field listed right below **Priority** is **Device Type** as depicted in the graphic below:

Device Type:

In this field indicate what type of device is having the problem(s) from choices: None, Servers, Workstations, PDA/Smart Phone, Laptops and Printers.

Enter new note

Note Size

Submit

Browse...

Click to **attach file** (such as screen shots of problem).

Time/Admin

Note

In the **Enter new note** graphic shown above, input a detailed description of the issues you are having with your equipment along with any error messages that appear. The error messages are very important and need to be input exactly as seen on the screen when the error occurs. So please use due diligence and write down the error message when it happens so you have it on hand when you create your work ticket. Or you can attach a supporting document to this ticket by clicking on the **Browse** button next to the **attach file** option. This will allow you to give us any other information necessary to better facilitate fixing the issues in question.

Upon completion left-click the **Submit** button, the ticket will generate and the **Home** screen as depicted by the following graphic should appear: