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 \bigvee 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 \mathbf{V} icon then left-clicking the option **Contact Administrator**.

The following **Welcome** screen should appear:

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Command Shell	Scan for Missing Patches	Procedure has never run	Procedure is not scheduled	Run Now	
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Left-click the **Ticketing** link on the left-hand side and depicted by the following graphic:



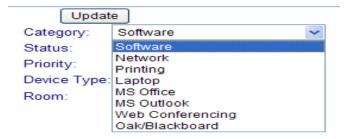
The following **Welcome** screen should appear:

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when logged on locally.	Version: Professional Edition Service Pack 3 Build 2600 RAM: 2047MB		
	CPU: (1)AMD Turion(tm) 64 Mobile Technology ML-40,		
	Create/Edit Ticket View Tickets		
Thome 1	Ticket ID: Sociate ticket with: ndson110548.root.laptop		
🖆 Agent Data	Summary:		
Audit Information	Submitter Information Update Name: Category: Software		
🕞 File Manager	Email: Open		
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Registry Editor	Date Created: None Created: Room: Created: Cre		
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& Chat	Note Size		
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_	Browse Click to attach file (such as screen shots of problem).		
	Time/Admin Note		
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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:

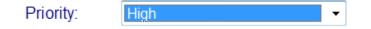
	Submitter Information
Name:	Scot Loerch
Email:	scot.loerch@vanderbilt.edu
Phone:	615-343-5623

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



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:



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:	None	•
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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 attac	ch 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:

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when logged on locally.	Version: Professional Edition Service Pack 3 Build 2600 RAM: 2047MB		
	CPU: (1)AMD Turion(tm) 64 Mobile Technology ML-40,		
	Create/Edit Ticket		
Thome 1	Ticket ID: 1 Second ticket with: ndson10548.root.laptop		
🖆 Agent Data	Summary: test		
Audit Information	Submitter Information Update Category: Software		
~	Email: Open V		
Gommand Shell	Phone: Priority: Normal V		
	Date Created 4:52:42 pm 26-Jul-10 Device Type Workstations		
	Date Due: 8:52:00 pm 26-Jul-10		
Event Viewer	Enter new note		
Ticketing	Time/Admin Note		
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