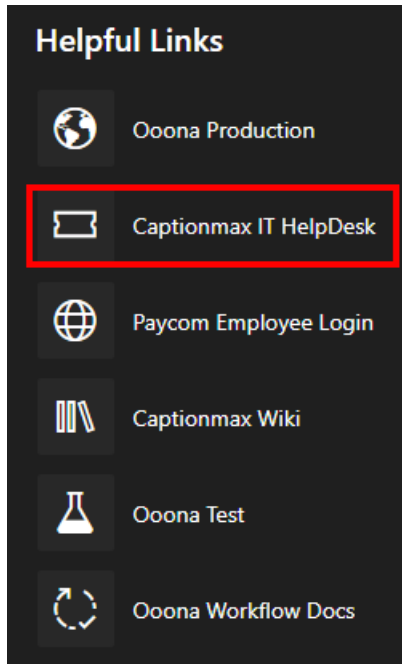


# IT Helpdesk Ticket Instructions

## Accessing the Helpdesk ticket portal

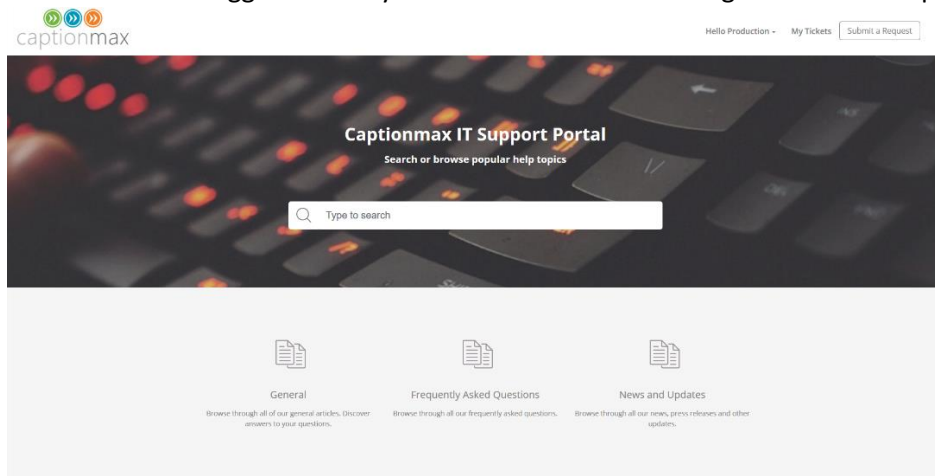
In your department's SharePoint site, you will find a link to the IT Helpdesk.



Click on the link for Captionmax IT HelpDesk and you will be taken to <https://captionmax.cayzu.com/>. Sign into the portal by clicking SAML SSO Sign In in the top right corner of the screen.



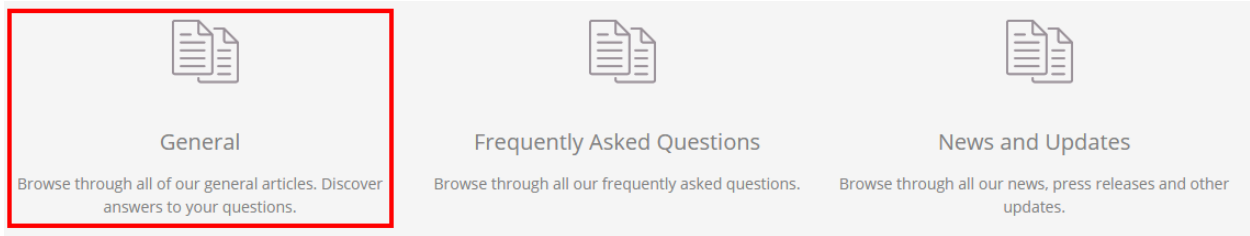
You will then be logged in with your O365 account and brought to the home page.



From here, you can view knowledge base articles in the FAQ, and create, view and close your helpdesk tickets.

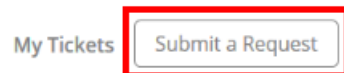
## Creating a ticket

Before opening a ticket, Look in General to see if there is an article describing how to resolve the issue being experienced.



If the articles listed here cannot help with the present issue, then proceed to creating a ticket.

At the top right corner of the home page of the portal, click on Submit a Request.



On the next page, enter a subject, select a ticket type and subtype, and enter a description.

If you have any screenshots to include, then you can add them by selecting Attach File.

Click Submit to finish creating your ticket.

### Submit a Request

Create Ticket

Add CC

Subject \*

Ticket Type \*

Description \*

**B** *I* U

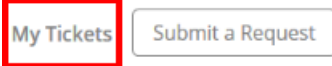
Attach File

Cancel

Submit

## Viewing open tickets

You can view your tickets by clicking on My Tickets in the top right corner of the home page.



Here, you can view your tickets and summarized information about them.

Home / View my tickets

### MY TICKETS

All Open Closed

ID ▾	Subject	Opened By	Assigned To	Date Opened	Status	Last Updated
20	Unable to generate report	Cayzu Tut	Max Winter	1 minute ago	Pending Support	1 minute ago




After selecting a ticket, you will be brought to the Ticket Details page. Here, you can view updates and interact with the assigned agent.

Ticket - 20

Unable to generate report

PENDING SUPPORT

Write a Response / Close Ticket

**B** *I* U   

 Attach File

### Ticket Details

Pending Support

Due date: Not set

Ticket Type \*

Business System Apps ▾

Ooona ▾

Attachments

Cancel

Submit

## Closing tickets

Tickets will be closed when the issue/question/concern is resolved. There are a couple ways tickets can be closed:

- 1) Employee closes the ticket themselves

Ticket - 20

Unable to generate report

Write a Response / **Close Ticket**

**B** *I* U   

Confirmation

Are you sure you want to close the ticket?

Yes

No

- 2) An IT team member closes the ticket