

جامعة
الملك سعود بن عبدالعزيز
للعلوم الصحية
جامعة .. لصحة وطن



EDUTECH TICKETING SYSTEM END-USER GUIDELINE

THIS MANUAL IS TO GUIDE YOU FOR
RAISING TICKETS TO IT DEPT.
THROUGH ETS

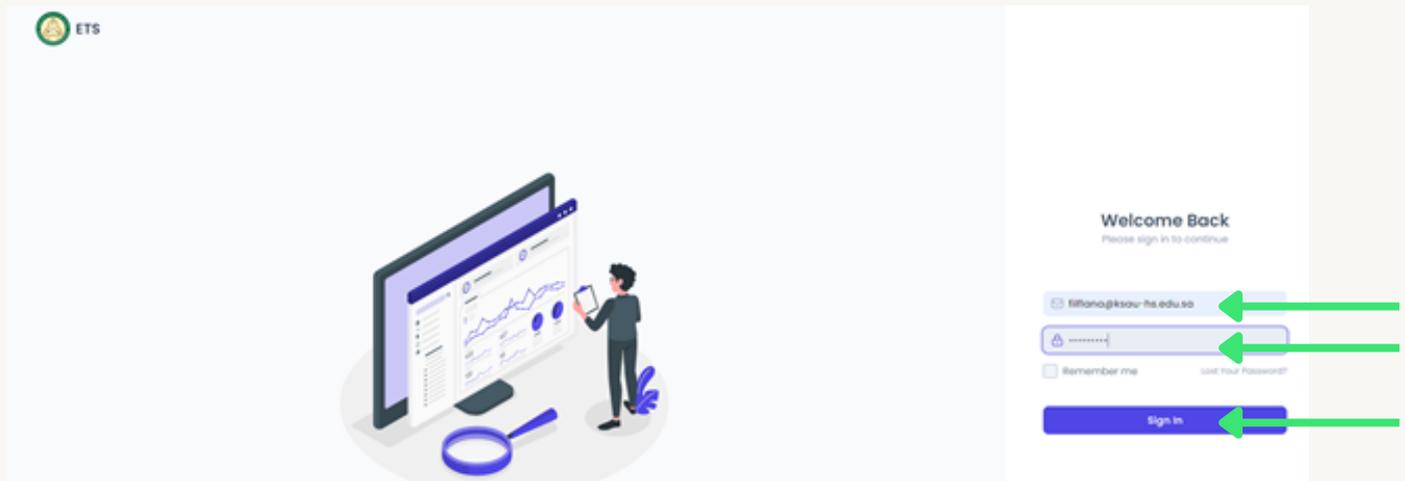
Created by:
Alanoud Filflan
Designed by:
Rawan Aljahdali

- Follow the below steps to raise ticket to IT Department through ETS:

- Open the ETS page & login by your KSAU account:

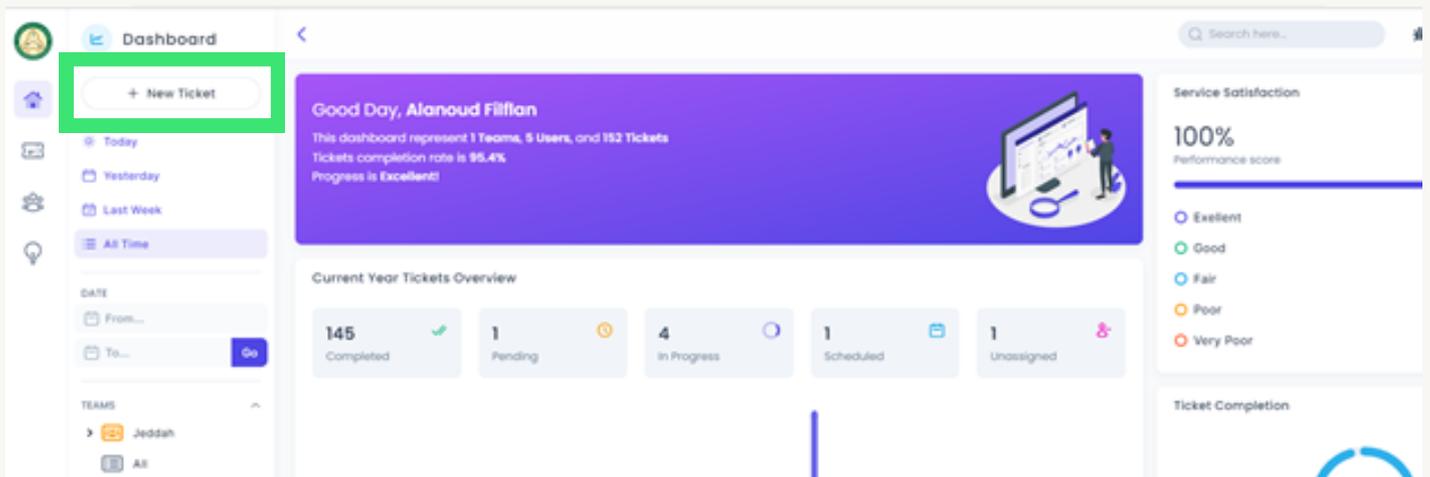
<https://ets.ksau-hs.edu.sa/login>

- Type your KSAU account (email, password) then sign in.

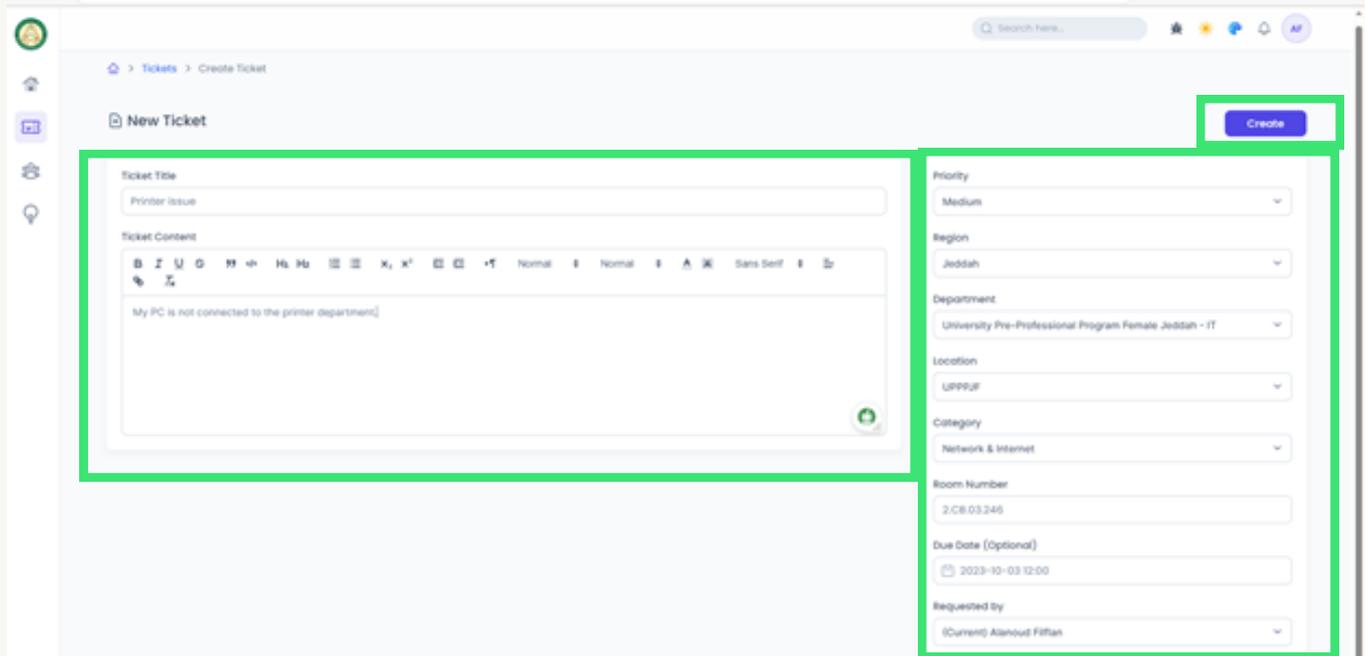


- To Create new ticket:

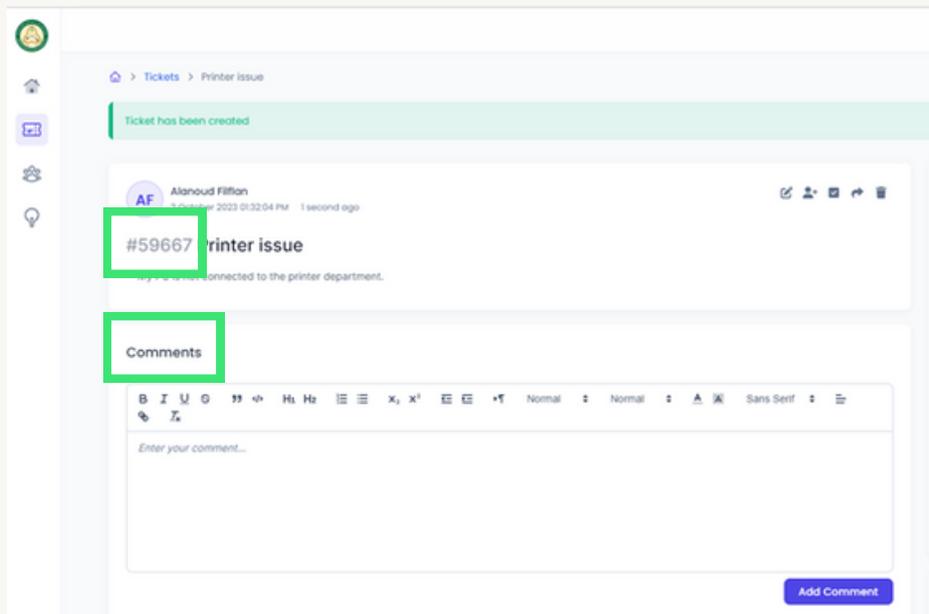
- After sign in, The dashboard will be shown as below picture.
- Click on New ticket



- Fill all requested fields (Ticket Title, Ticket content, Priority, Region, Department, Location, Category, Room Number and Due date as **your availability at the requested location**), then press on **Create**



- The ticket has been created and submitted to the IT department with the ticket no. , the end user can add any comments as shown below:



- The following icon will display all end user tickets 
- The end user can display and follow the ticket progress as below picture:



#	DATE	TITLE	STATUS	TEAM	ACTIONS
#59667	12 minutes ago 3 October 2023 01:32:04 PM	Printer issue	Unassigned	UPPPJF-IT	...