



## 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

**UPPPJF IT Department** 



Welcome Back

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

• Open the ETS page & login by your KSAU account: <u>https://ets.ksau-hs.edu.sa/login</u>

## • Type your KSAU accont (email, password) then sign in.

ETS



- To Create new ticket:
  - After sign in, The dashboard will be shown as below picture.
  - Click on <u>New ticket</u>

🙆 🕑 Dashboard	< Contract of the second secon							Q Search here
+ New Ticket	en Ticket  An and an and a state of the stat						1	Service Satisfaction 100% Performance score 0 Exellent
CATE DATE							O Good O Fair	
<ul> <li>From</li> <li>To</li> </ul>	145 🖋 1 Completed	l O Pending	4 C	1 Scheduled	٥	1 Unossigned	8	O Poor O Very Poor
TEAMS ~ ~								Ticket Completion



• 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 <u>Create</u>

		🔾 Search here. 🏾 🛔 🌻 🥐 🗘 🌌								
	Q > Tickets > Croote Ticket									
	New Ticket	Create								
Г	Ticket Title	Holty								
	Printer issue	Medum								
	Ticket Content	Region								
	BIUO M+ HLH2 EE X, X' EE - 1 Nome 4 Nome 4 A M Sender 4 D	Jeddah 🗸 🗸								
		Department								
	My PC is not connected to the printer department;	University Pre-Professional Program Female Jeddah - If								
		Location								
		UPPER V								
	0	Category								
		Network & Internet ~								
		Room Number								
		2.08.03.246								
		Due Date (Optional)								
		2023-10-03 12:00								
		Requested by								
		(Current) Alanoud Filfian								

• 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 end user can display and follow the <u>ticket progress</u> as below picture:

٥	<ul> <li>Tickets</li> </ul>	<	Q Search here.	*	* • • 💌		
÷	+ New Ticket						
83	E AI		DATE	TITUE	\$74795	TEAM	ACTIONS
8	© Overdue	✓ #50067	12 minutes ago 3 October 2023 013204 Par	Printer issue	Grassigned v	UPPPUF-IT	-