## Creating a Ticket for IT support via the web portal

The K1000 Service Center is our new Helpdesk ticketing portal. You can enter your own tickets by going to <u>http://10.0.0.88.</u>

For most users we've set up Internet Explorer to open this page as a second tab (first tab is our City Intranet site).

## **Logging In**

Use the same user ID and password that you use to log into your computer. Then click Login.

🎉 K1000 Service Center - Windows Internet Explorer	23
🕞 💮 👻 🖶 http://10.0.0.88/ 🔹 😽 🗙 🚺 Google 🖉	•
😭 Favorites 🛛 🙀 👫 Volume Licensing Service 🔁 Suggested Sites 🔻 🝚 KACE , PinPoint 🔊 Munis 🌶 Sprint	>>
😁 🗸 🍘 Roswell, GA Intranet 🔤 K1000 Service Ce 🗙 🎽 👻 🗟 👻 🖃 🖶 💌 Page 👻 Safety 👻 Tools 👻 😨	•
RESUBLIC Tabs	Î
City of Roswell IT Department User Portal	
Welcome to the City of Roswell's IT Department User Portal. Here you may submit service requests.	
Please enter your organization's common user name and password below to login.	E
If you have problems logging into the site, please contact the IT Staff @ 770-641-3720.	
Login (user name): klawrence	
Password:	
Login	
(Note: Credentials will be saved on this computer between sessions unless you explicitly "Log Out".)	Ŧ
Done 📬 🗸 Local intranet   Protected Mode: Off 🛛 🍕 🔻 🔍 100% 🔻	.4

## **Ticket Screen**

Once logged in you will see the Tickets screen. This screen will show a list of your current tickets. Clicking on any of the blue hyperlinks will display more details.



## **New Ticket**

To create a new ticket click on the New button at the top of the screen.



Fill out the required fields to the best of your knowledge using the drop down arrows for selections to choose from.

Use the Comments section to describe the issue further.

You can even attach a print screen by using the Attachment function. The print screen would need to be saved to a Word document before attaching.

Once you have the information in the New Ticket screen click on Save.

This will send an email to the IT staff and someone will be contacting you soon.